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To Lease Or Not To Lease

This Underused Option Could Save You Dollars—& Headaches

by David Garrett

AS MUCH AS WE HATE to say it, money is often—correction: always—a prime factor in IT decisions. And saving money is a task that managers will break their backs to achieve. One of the best ways to save money is to lease your equipment. Or is it? New data from Gartner shows that small to medium-sized enterprises don't use leasing as much as one might expect. In fact, only 12% of SMEs lease about half their firm's desktops, and only a paltry 3% lease all their corporate PCs.

Hence the question: Why don't SMEs do more leasing? And should they? Gartner's Frances O'Brien says that "Leasing should be a primary vehicle for their technology initiative," but few companies seem to be listening.

The Experts Speak

O'Brien, who's an expert on SME leasing, says that companies avoid it for a



simple reason: They like to keep their equipment, often for years. "There's been a trend over the last couple of years to extend the lifecycle of the equipment—desktops for four years, laptops for three—and it's pretty hard to get an operating lease for that period of time."

Her colleague, Mika Krammer, Gartner's senior research vice president, notes that SMEs "will use up their technology till it dies or support for it is no longer maintained." She points out that many SMEs kept Windows NT until Microsoft flatly

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Time Management In The Data Center

When There Is Not Enough Time In A Day

by Chris A. MacKinnon

RUNNING AN IT department goes well beyond a chicken-scratched day timer that hardly sees the light of day. Ask any IT administrator or CIO of a small to midsized enterprise, and you'll find that a 24/7 work schedule often isn't enough. Time is a real issue in the enterprise, especially when it is mismanaged or taken lightly.

Today's data center and IT managers at SMEs are being pulled in many different directions, with increasingly heavy workloads. So how can managers

improve their time management skills to account for increasing professional and personal demands? Dr. Donald E. Wetmore, author of "The Productivity Handbook" and president of The Productivity Institute seminar company, has conducted time management seminars for

more than 100,000 people from around the globe and has much to offer data center and IT managers on the subject.

Make The Move

The first step to better time management is to tap into available resources. There are literally hundreds of software programs or services that boast enterprise-level time management solutions. The key is to find the right one that fits your enterprise model. And SMEs should definitely stick with the

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In This ISSUE

COVER FOCUS

Leasing & Buying Used Equipment

We cover the advantages and disadvantages to leasing and buying used equipment. (They're about much more than just saving money.) Plus, experts offer advice for what to do if you have a bad purchasing experience and tips for buying recertified media.

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TECH & TRENDS

Time Management | 1

Managers who apply time management processes to their work will inevitably increase productivity and efficiency in the enterprise.

Water Leak Detection | 30

In terms of risk, water damage ranks second (behind power failures) as the cause of business downtime initiated by environmental factors, according to water detection vendor RLE Technologies.

Data Center Safety | 31

A variety of factors go into making the server room or data center a safe place to work, and not considering these factors may cost more in the long run.

What's Up With WiMax? | 32

It can be challenging to sort through the industry and media hype surrounding WiMax product announcements, elaborate demos, and new waves of agreements to begin testing programs.

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Product Releases | 17

■ **Barracuda** unveiled its IM Firewall, which combines an IM server with native IM traffic filtering, policy management, and archiving. ■ **Brocade's** SAN Health 3.0 is designed to analyze and optimize SANs. ■ **Brooktrout Technology** released SnowShore IP Media Server 1.4 for large scale audioconferencing, multimedia, and messaging services. ■ **Minicom's** new KVM.net provides KVM over standard IP networks. ■ **Multi-Tech Systems** announced its "click-to-talk" TalkAnytime Media Server. ■ **Radware's** new DefensePro 3020 monitors connections to protect against malicious software, intrusions, and DDoS attacks. ■ **Revivio** released CPS 1200 for replication and data protection. ■ **Verso** announced NetSpective 2.0. ■ **Visual Networks** announced VoIP Planner, designed to generate and analyze synthetic voice calls.

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1. What is the size of your company (how many employees)?

Less than 10 200 - 499
 10 - 99 500 - 999
 100 - 199 1,000+

3. What is your annual computer hardware/software purchasing budget?

\$0 - \$9,999 \$100,000 - \$249,999
 \$10,000 - \$24,999 \$250,000 - \$499,999
 \$25,000 - \$49,999 \$500,000 - \$999,000
 \$50,000 - \$99,999 \$1,000,000+

2. How often do you purchase computer hardware/software?

Weekly Quarterly
 Bi-Weekly Annually
 Monthly No Involvement

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ATINAV	.44	EVERCASE USA	.64	NEXSAN TECHNOLOGIES	.62	SWELL TECHNOLOGY	.44
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- OCTOBER -

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October 9-12
Orlando, Fla.
www.comptel.org

.....
Data Center World-Fall
October 10-12
Chicago, Ill.
www.afcom.com

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Des Moines ITC 2005
October 12-13
Des Moines, Iowa
www.goitec.com

.....
NASCIO Annual Conference
October 16-19
San Diego, Calif.
www.nascio.org

.....
Gartner Symposium/ITxpo
October 16-21
Orlando, Fla.
www.gartner.com

.....
HP Technology Forum 2005
October 17-20
Orlando, Fla.
www.hptechologyforum.com

.....
Training Fall Conference & Expo
October 17-19
Long Beach, Calif.
www.vnulearning.com

.....
ASCDI Fall
October 19-22
Chicago, Ill.
www.ascdi.com

.....
IT Expo
October 19-20
Anchorage, Alaska
www.sourdough.net

.....
Technology Managers Forum's
Enterprise Forum 2005
October 20
New York, N.Y.
www.techforum.com

.....
TELECOM 05
October 23-27
Las Vegas, Nev.
www.ustelecom04.com/conference05

.....
Internet Telephony Conference &
Expo
October 24-27
Los Angeles, Calif.
www.tmcnet.com/voip/conference

.....
Enterprise Architectures Conference
October 25-27
Las Vegas, N.V.
www.dci.com

.....
Conference For Help Desk
Professionals
October 26-28
San Diego, Calif.
www.dci.com

.....
Kansas City ITC 2005
October 26-27
Kansas City, Ks.
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Technology + Learning Conference
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www.ispcon.com

.....
- NOVEMBER -
Atlanta ITC 2005
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Business Process Management
Conference Series
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New York, N.Y.
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Sarbox Deadline Extended

THE U.S. SECURITIES and Exchange Commission voted 5-0 to extend the deadline for companies to comply with the Sarbanes-Oxley Act, which requires public companies to document their financial controls. The new deadline, July 15, 2007, applies to publicly traded companies worth less than \$75 million. The SEC also voted to continue the consideration process for creating a new category, known as large accelerated filers, which would consist of publicly traded companies valued at more than \$700 million. Under the proposal, these companies would be required to file quarterly and annual reports earlier than smaller firms.

IBM Initiative Links Students, Employers

IN AN EFFORT TO COUNTERACT the growing trend of fewer students entering the computer science field, IBM launched the IBM Academic Initiative Student Opportunity System. The system is available to graduating students who have passed one of IBM's professional certifications. Students can upload their resume, cover letter, and other pertinent information, which is then open for IBM, its partners, and clients to search for job candidates. IBM also announced a Ph.D. fellowship program that will award winners tuition, fees, a stipend of \$17,500, and a ThinkPad.

Google Stops Boasting Index Size

GOOGLE WILL NO LONGER post the number of pages stored in its index, saying an "apples to apples comparison" of index sizes is no longer possible and inviting Web users to decide for themselves which search engine is better. In August, Yahoo! stated its database contains more than 20 billion documents and images, drawing Google's fire until the company determined the two search engines use different measures to count index sizes. Google has posted its index size on its home page for years; the last count was more than 8 billion pages. Before pulling the index size from its home page, Google said it had increased its index size significantly, possibly up to three times.

Oracle Finances Up;
Judge Won't Approve Lawsuit Settlement

ORACLE REPORTED ITS net income for the first fiscal quarter was \$519 million, up from \$509 million last year. Although it reported net revenue increased from \$2.22 billion to \$2.77 billion, that figure falls short of Wall Street expectations of \$2.94 billion. In other news a judge did not approve a settlement in the insider-trading lawsuit against CEO Larry Ellison. The agreement would have required Ellison, without admitting wrongdoing in a stock sale in 2001, give \$100 million to charity over a five-year span. The judge questioned why Oracle shareholders should pay \$22.5 million in legal fees.

Novell To Buy Back Stock

NOVELL PLANS TO SPEND \$200 million buying back company stock over the next year. This is significantly less than Blum Capital Partners, which owns 5% of Novell's shares, suggested earlier this month. Blum suggested a \$500

million buyback, in addition to selling off some businesses. Jack Messman, Novell CEO, says more changes are coming but did not offer specific details. Novell trails only Red Hat in the Linux marketplace, but recent reports show that Novell is losing its market share. Novell's revenue dropped from 25% to 20% from 2002 to 2004, while Red Hat's revenue increased to 60% from 43% over the same period.

Credit Card Companies Not Required
To Disclose ID Theft

A CALIFORNIA JUDGE RULED that credit card companies do not have to notify customers that their personal information has been stolen. Superior Court Judge Richard Kramer sided with the credit card companies in his ruling, saying, "I don't think there is an immediate threat of irreparable injury" to the consumers. Lawyers for Visa and MasterCard successfully argued that because the companies' relationship is with the banks issuing the cards and not with the card holders themselves, they are under no obligation to contact the consumers of any security breach.

Palm Profits Fall

ALTHOUGH SALES OF ITS Treo smartphone are up, profits for Palm are down. Fiscal first-quarter net income for the company formerly known as PalmOne was down \$1.4 million, or 3 cents a share, from the same period last year. Palm increased shipment of Treos for the quarter by 160% (shipping nearly 480,000 Treos), but LifeDrive devices and Tungsten and Zire PDAs did not do as well as expected, which hurt profits. In other Palm news, three Treo owners have filed a lawsuit against Palm, claiming that the devices are defective. The owners say their Treos (600 and 650 models) have a number of problems, including quality and stability issues, and are seeking an injunction that would bar the sale of Treos.

Microsoft To Add 2,000 India Staffers

MICROSOFT WILL DOUBLE its staff in India, adding another 2,000 employees by March 2006. Microsoft has a development center in Hyderabad, India, and a technology center in Bangalore, which have about 1,000 employees each. The Hyderabad center is a 28-acre campus that opened in November 2004. It's the company's largest campus outside the United States.

WATCH THE STOCKS

This information provides a quick glimpse of current and historical stock prices and trends for 16 major companies in the technology market.

Company	Symbol	Year Ago	Sept. 21 \$	Sept. 28 \$	% change from previous week
Avaya	AV	\$14.15	\$9.43	\$10.07	▲ 6.79%
BEA Systems	BEAS	\$6.90	\$8.69	\$8.39	▼ 3.45%
Computer Associates	CA	\$26.17	\$27.72	\$27.38	▼ 1.23%
Cisco Systems	CSCO	\$18.31	\$17.85	\$17.92	▲ 0.39%
Dell	DELL	\$35.44	\$33.36	\$33.94	▲ 1.74%
Electronic Data Systems	EDS	\$19.10	\$21.85	\$22.14	▲ 1.33%
Google	GOOG	\$131.08	\$311.90	\$306	▼ 1.89%
HP	HPQ	\$18.52	\$28.09	\$28.52	▲ 1.53%
IBM	IBM	\$84.98	\$77.56	\$79.50	▲ 2.5%
Intel	INTC	\$20.07	\$24.50	\$23.95	▼ 2.24%
McAfee	MFE	\$19.82	\$30.10	\$30.74	▲ 2.13%
Microsoft	MSFT	\$27.58	\$25.53	\$25.67	▲ 0.55%
Oracle	ORCL	\$11.43	\$13.29	\$12.20	▼ 8.2%
Red Hat Software	RHAT	\$12.73	\$16.38	\$16.52	▲ 0.85%
Sun Microsystems	SUNW	\$4.02	\$3.94	\$3.88	▼ 1.52%
Symantec	SYMC	N/A	\$21.32	\$21.47	▲ 0.7%

NOTE: This information is meant for reference only and should not be used as a basis for buy/sell decisions.

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Performance Monitoring Applications

Software To Watch & Assess Your IT Health

by Sixto Ortiz Jr.

A PILOT WOULD NEVER fly an airplane without gauges, readouts, and other visible indicators of the aircraft's status as it travels across the sky. An aircraft is a complex piece of equipment, and so is your IT infrastructure, from the network gear and servers that store and move your data to the various applications you use to get work done. As IT infrastructures get increasingly complex, the role of performance monitoring applications to help you proactively tackle complex problems is only going to become more important.

In this roundup, we take a look at performance monitoring applications designed to ease your management woes. Think of these applications as your IT infrastructure's instrument panel, helping you navigate your business toward success.

Performance Watchdogs

Complex business applications and sophisticated corporate networks are now able to provide a high level of service to everyone in the business, no matter where they are located. The salesperson in India, thousands of miles from corporate headquarters, demands the same level of performance as the customer service rep entering orders in the corporate office, a few feet from the data center. In most cases, the IT infrastructure and the established business processes combine to provide internal and external customers with excellent levels of service.

But this wondrous technological arsenal comes at a price: very high complexity. A worldwide infrastructure composing networking

equipment, globe-spanning applications, and thousands of servers and client computers can have thousands of points of failure.

According to an Info-Tech Research Group paper, even modern ERP systems sold by the same vendor have modules that perform specific functions, such as Accounts Payables, that act as discrete functional silos that hamper communications across the full spectrum of a business transaction. This silo effect results in a reactive approach to business activity monitoring that is only able to provide useful information about business transaction problems well after the fact. In many cases, it is the end customer who alerts the business that something is awry, according to Info-Tech's research.

A May 2005 white paper by EMA (Enterprise Management Associates) points to another problem: a disconnect between IT infrastructure effectiveness and the effectiveness of the business at delivering goods and services to its customers. According to EMA, the metrics IT uses to gauge effectiveness, such as server uptime, may not be indicative of smoothly running business processes. This disconnect can result in ineffective troubleshooting when problems occur.

For example, was the delay in shipping a customer order due to a server problem, a network problem, or an application problem? If the relationship between infrastructure pieces and business processes is not understood, it is very difficult to see how an infrastructure failure causes a business process failure.

Also, according to another EMA white paper, now that business

applications are so dependent on network performance, it is important to consider application traffic flows when attempting to understand what EMA refers to as "infrastructure to application service optimization."

Performance monitoring application vendors are quite cognizant of these disconnects and are working to develop applications that can close the gap. Here are a few performance monitoring applications that can help your business keep things running smoothly.

NetQoS Performance Center

The NetQoS Performance Center combines performance monitoring, traffic analysis, and device performance management modules under one Web-based management portal. The modules include the NetQoS SuperAgent, which performs end-user response time monitoring, the ReporterAnalyzer for network traffic analysis, and an SNMP Polling module for device performance management.

For example, the application can launch a TCP or ICMP trace route to identify slow hops in data paths, as well as poll network attached

SNAPSHOT

NetQoS Performance Center

Free with any NetQoS product

A combination of three tools that covers all aspects of performance monitoring, from traffic analysis to application monitoring

www.netqos.com

devices such as routers or switches to obtain performance information such as memory and CPU usage. It also communicates with servers and obtains specific performance data, such as CPU utilization and memory and disk usage. Finally, it collects diagnostic information from applications such as ERP systems and exports it to other tools for further analysis.

Performance Center brings together the information collected by all these applications via a management portal that provides a centralized console for managing the data collected by the three application modules. According to the company, this prevents administrators from having to navigate to multiple tools when troubleshooting issues and gives them a central location for collecting and viewing monitoring information. The NetQoS Performance Center can monitor various TCP-based

applications, including Citrix, Exchange, Lotus Notes, Oracle, and Siebel.

Veritas i3

According to Veritas, the company's i3 performance management application uses a "detect, diagnose, and correct" methodology to proactively detect potential application performance issues before they occur. The i3 product is a suite consisting of three products: Inform, Indepth, and Insight.

The Indepth product looks at response times from databases, applications, and servers and develops performance metrics based on the data collected. Also, Indepth includes a Smart-Tune feature that automatically corrects problems. The Insight application tracks end-user response times for business applications and stores the results in the Veritas Inform data warehouse, which also serves as the suite's real-time alarm and report generator.

SNAPSHOT

Veritas i3

A suite of applications designed for performance monitoring of various situations, such as SAP installations

www.veritas.com

The company also develops and markets a similar product, called Insight Inquire, which is designed to manage and monitor SLAs for Web-based applications. The application manages business transactions and services delivered by applications throughout the business and also allows for the establishment of application and transaction performance, availability, and reliability service levels.

The i3 suite is designed for a wide variety of enterprise applications, databases, and environments, including ERP and CRM products such as SAP, Siebel, PeopleSoft, and Oracle; databases such as DB2, Oracle, and SQL Server; and Web/Middleware applications such as .NET, J2EE, Web Servers, and Web-J2EE.

Another Veritas product along the same application management lines is Application Saver. This product monitors enterprise applications and detects hard to troubleshoot problems such as memory leaks and scalability bottlenecks and captures data documenting application faults in Java and C/C++ apps. Application Saver looks at the programmatic flow of an application and determines whether problems are caused by faulty program execution.

PlateSpin PowerRecon

PowerRecon is a resource measurement, data collection, and analysis application that provides monitoring information about your servers. The company promotes the application's capabilities for helping in the planning of server consolidation projects where information such as CPU utilization, memory and network usage, and storage is required for capacity planning.

For example, are certain servers in your data center carrying an

excessive percentage of the load? Are some servers underutilized to the extent that they could be eliminated? Many times, administrators must make server consolidation decisions in order to maximize resource utilization. You don't want overworked servers in your data center, but you also don't

SNAPSHOT

PlateSpin PowerRecon

Designed for Windows environments, PowerRecon monitors all aspects of server performance, from CPU utilization to memory usage

www.Processor.com/Platespin

need expensive servers that are grossly underutilized.

The application does not require the installation of software agents on monitored servers, so the monitoring function's interference with server operations is minimized. Also, the lack of agents means PowerRecon can be up and running very quickly where it is needed.

Here's a caveat: PowerRecon only works with Windows NT/2000/2003, so if you have a bunch of Linux servers, you're out of luck. The application installs in a few minutes; once installed, users simply select network resources to monitor and the application begins collecting relevant data into an Access or SQL Server database.

Collected information can be easily sorted and ranked via a spreadsheet-like information display and can also be exported to other applications, such as Microsoft Excel. The idea is to get a quick view of the workload distribution in your data center environment. PowerRecon runs on Win2000 Server/Win2003 Server/WinXP Pro and requires 200MB of disk space and 512MB of RAM.

A Better Understanding

Performance monitoring applications are yet another layer of logic that adds intelligence to increasingly complex IT infrastructures. Modern IT environments are a complex ecosystem composed of clients, servers, networks, and complex, transactional applications; all of these parts are responsible for running the most essential parts of a business. For example, ERP systems such as those from SAP and Oracle perform the most vital functions in a business, from order entry to payment processing. It is absolutely essential that healthy businesses optimize these applications, so they run as smoothly as possible. And, this optimization requires an understanding of how networks, hardware, and software all work together in a complex business environment. Performance monitoring applications can go a long way toward providing your business with that understanding. 

Buying Tips

Here are some ideas for what to look for in performance monitoring applications.

- **Don't use only one vendor.** Focus your shopping efforts on tools that work across multiple vendors and/or platforms.
- **Consolidate tool functions.** NetQoS is an example of a tool that combines a variety of functions in one interface. The key is to avoid having to use too many different tools, interfaces, etc.
- **Verify compatibility.** Make sure whatever tool you purchase is compatible with your specific IT infrastructure. Cover as much ground as possible.
- **Demand flexibility.** Some tools overwhelm administrators with alarms and warnings. Be sure to obtain an application whose event warning and alarms can be customized to your specific needs.

To see Processor Showcase advertisements for products in this category, look in the Solution Index on page 2 and find the Monitoring ads under Network & Systems Management.

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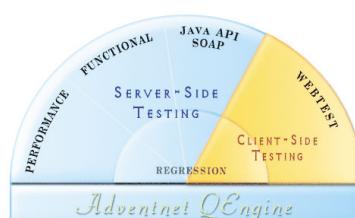
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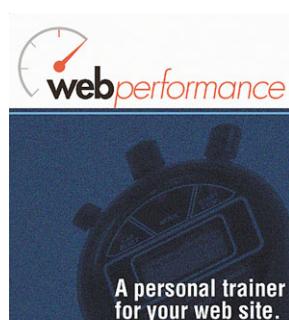
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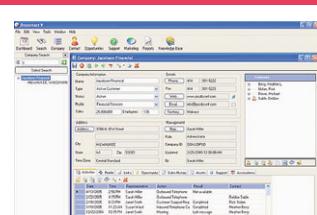
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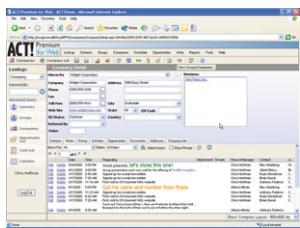
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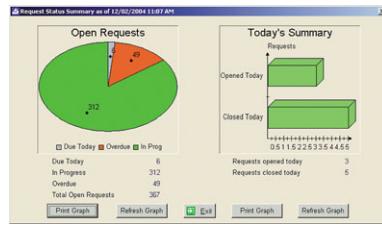
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Buying Used Equipment

Tips For Making Good Deals, Without Regret

by Elizabeth Millard

MENTION "USED EQUIPMENT," and some IT managers get a little skittish. They envision angry users, smoking desktops, and junky machines that sputter instead of sing. But there are ways to take advantage of the cost savings that used and refurbished equipment can bring, as long as an IT department is willing to put in some effort and do a bit of homework. Here are some top tips for buying right.

Find Out If It's "Used" Or "Refurbished"

In the reseller trade, the terms "used" and "refurbished" can be used interchangeably, and sometimes that's appropriate. After all, most refurbished equipment has been used at some time. But the opposite isn't always true, says Jeff Fillmore, vice president of supply chain manufacturing and services at MPC Computers.

The law mandates that if a box has been opened, the product usually can't be sold as new. So, if a laptop was ordered by a company that went bust and people at the company opened the

at you," Fillmore says. "But if you take a chance on a server and something goes wrong? You've got everyone at the company mad."

MPC computers has sold a few refurbished servers in the past, he says, but even the vendor was hesitant. "We followed up with them constantly," he



says. "In my opinion, it's easier to just buy new servers."

Ask For Frequent Buyer References

Reference checks have become the norm, but used or refurbished equipment vendors should be checked out a bit more thoroughly, says Dan DiMase, founder and president of SemiXchange. Some are able to give out names of customers who were happy with their purchases but might have bought at low volume or only used the vendor once. To get a true sense of the firm's reputation, ask for customers who go to the vendor frequently for equipment and have a long-standing relationship.

"References from regular buyers are golden," says DiMase. "It lets you see that other companies trust them and depend on them and that their process works." When talking to the other customers, DiMase advises companies ask if they've ever had to return anything, or use their warranties, to get a glimpse of how easily the vendor handles those issues.

Money-Saving Tip: Become A Frequent Buyer

After finding a reputable vendor and buying equipment from it a few times, you'll likely be at the point where you have a stronger relationship and can take a more proactive approach to equipment buying. Rather than waiting to call when you need equipment, talk to the vendor about your long-term needs. Then ask if the vendor can keep an eye out for equipment that might be relevant and boost your chances of getting a bulk discount for purchases.

box, the machine will be "used" even if it's never been turned on. Asking vendors to make the distinction with what you're buying can give you at least a minor grasp of the equipment's history.

Know About Returns Before You Buy

Buying equipment and then finding out it doesn't perform properly is never fun, but it's even worse when the vendor claims that it's out of its hands. To prevent such a moment, find out in detail what the procedure is for returning products, as well as the length of an evaluation period. Then get the vendor's promise in writing.

Buy Servers New

Although some companies do buy used servers for low-priority tasks, in general, mission-critical servers are too important for taking a chance on whether a refurbishment was done properly, says Fillmore. "If you get a used desktop and something goes wrong, you've got one guy screaming

Choose A Warranty As If The Equipment Is New

Often, used equipment isn't intended for long-term use or is bought to fill in some gaps before the next upgrade cycle. But that doesn't mean a company should skimp on its warranty protection, says Fillmore. Some vendors sell warranties that are as low as 30-day coverage, but what a company might save in pennies in the short-run might



result in lost dollars if there are replacement costs without a warranty in place.

"I'd get the same warranty as if it's a new system, even if you don't think you'll have it for that long of a period of time," Fillmore says. "It's just comforting to have that in place, in case you want to keep the equipment around and put it in other parts of the company."

Know Thy Vendor

Even after you've chosen a vendor, it's crucial to keep abreast of what type of reputation it has in the industry, DiMase says. For his company, he's assigned one person to spend a few hours each day looking at industry-related bulletin boards and logging the opinions he finds there.

Most small and midsized enterprises won't need to devote that much time to the task, however, because they'll have significantly fewer vendors. But the tactic is the same: Watch bulletin boards, blogs, association discussion lists, and networking sites to make sure that the vendor isn't causing other companies pain, even if it seems to be working for you. □

Most Important Tip: Ask A Ton Of Questions

When first evaluating a used-equipment vendor, it's imperative to know a number of details about its operation, says SemiXchange's Dan DiMase. Here are some of the most important questions to ask.

- Does the vendor have a quality manual, and if so, can you have a copy?
- Is the company a member of an industry association such as the Electronic Resellers Association International, Industry Data Exchange Association, or Association of Service and Computer Dealers International?
- Does it have product liability insurance, and can you have a copy of its policy?
- Who are the key contacts in sales, customer service, accounting, and shipping?
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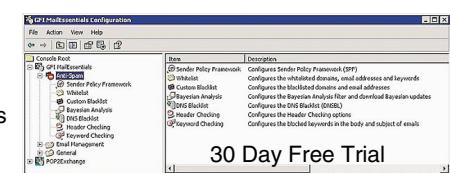
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To Lease Or Not To Lease

Continued from Page 1

dropped it, forcing an upgrade. "I think one of the main drivers is that a lot of lease programs are standard at 36 months," says Krammer, "and today, SMEs hold onto their servers and desktops for more than 36 months."

A Theory Confirmed

Gartner's contentions are echoed by people in the field. According to William Sioles, managing director of leasing firm SioTech Solutions, many SMEs ask themselves if they really want a three-year commitment when desktop technology is so cheap. But he also has a very strong argument for those who say they can simply buy their technology outright: "Yes, you could have

bought it," he says, "but you'd have to pay the money up front, right then and there, and all at once." For a small company where cash flow is oxygen, paying up front may not be an option, or just not the best option.

But leasing is not without its obstacles. One of them, according to Sioles, is a simple lack of knowledge. "A lot of these companies aren't aware of the benefits, such as the tax benefits and the benefits from the asset management perspective."

When a well-ordered, well-run IT shop buys a machine, it has to track its placement, uptime, downtime, replacement status, and more. That can chew up time and money, but it's something a lessor will gladly do for you.

There's a final (and perfectly simple) reason that small companies don't lease a large number of machines: "You have to have really good credit to lease," says Sioles, who has been in the leasing business for two decades. "A smaller firm might get the lease, but it might pay a really high rate."

The Benefits

But for all its obstacles, leasing is not without its benefits. It's something that Suneet Paul, vice president and general manager of Dell's DFS Financial Group,

despite the trend toward wearing out equipment, "there are some companies that want to rotate technology every two years."

Like Paul, Gartner's O'Brien thinks that leasing can often be a boon to a small business, giving it an advantage that's rare in the IT world: simplicity. Firms such as Dell will often service your machines, install software, run a help desk, and consult on large and small IT issues alike. The result? A total package. And with it, convenience.

The Big Push

Responding to an untapped market, Dell and others are making

Get The Most For Your Money

Gartner's Frances O'Brien has some good advice for small to mid-sized enterprises that are leasing equipment: "If you don't ask, you don't get."

Leasing companies are very willing to work out terms with their clients, but, says O'Brien, clients don't often ask. "Often the SMBs don't know enough about leasing, and they're a little bit nervous," she says. "Really a lot of it is plain old common sense, and it's specified in your lease contract what your obligations are. Rather than just sign your vendor's standard leasing contract, just negotiate things where you think you may have some trouble."

For instance, many leasing firms will let you return a "like kind or better asset" (an industry term) at the end of the lease. If you lose a notebook, you can simply return one that has equal or greater value, so long as you ask for that option up front.

Leasing is becoming a way to streamline and simplify, get more for less, and save oneself from the headaches of heavy administration.

Where To Start

For many IT managers, leasing is complex and sometimes forbidding, a task that's shrouded in legal terms, long applications, and other headaches. But getting started can be simpler than you think.

First, decide what you want to lease, and not in broad terms but down to the specific machine. Do you want PCs, servers, or both?

Next, find at least three leasing firms. One should be a small local player and the second a global presence; the third is your choice. Ask them to present bids on your lease.

When the salesman shows up, be sure you have someone from the CFO's team in the room. You want a financial mind to vet the proposal.

And lastly, use common sense and focus on the basics. Find out when the equipment is due and whether you can swap it out before the lease ends, should you need to. Ask about the replacement policies. Learn about bundled options. And don't be afraid to ask questions.

knows well. He notes that while leasing has been flat over the last few years (a fact that's tied to the economy: When interest rates go up, leasing goes down), Dell's total financial services business is in an all-out boom.

Part of that is due to the benefits of financing. According to Paul, "The biggest thing is cash flow." But he notes that leasing and other financing arrangements "give small and midsized companies the benefit of low fixed monthly payments" that make it simpler to plan and budget. "There are also tax benefits," says Paul, and

leasing attractive with new promotions, such as 0% for 20 months. "They've realized there's some tremendous growth potential for them," says O'Brien, "particularly when you look at the depth and the services they can bundle with these lease offerings."

Gartner's Krammer adds that major players have also found ways to make leasing easy for the SME. "Leasing agreements are much simpler than agreements of only a few years ago, just in terms of the pages," she notes. IBM's leasing agreement, for one, has shrunk from a small book to a few

pages, just as Microsoft has started to write its licensing agreements in real language and not rusty legalese.

The end result? Leasing is becoming more than a financial option for companies. It's becoming a way to streamline and simplify, a way to get more for less, and maybe a way to save oneself from the headaches of heavy administration. And that's an option worth learning about. 

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Time Management In The Data Center

Continued from Page 1

tried, tested, and true in the selection process. Most any SME will also be within a short driving distance to professional-level time management courses or seminars. These types of educational

resources typically offer both foundational and refresher courses. The Internet is also a great place to brush up on time management skills. (Just try typing "time management" in Google's query field.)

More Time

Dr. Donald E. Wetmore, author of "The Productivity Handbook," offers five ways to make an immediate impact on increasing available time each week.

1. Engage an intern. A manager who is assigned an intern can delegate any number of things to the intern to release their time for more productive matters.

2. Run an interruptions log. Run an interruptions log for about a week. List every interruption as it occurs, and rate its value to you. (A = Crucial, B = Important, C = Little value, D = No value) After the week of logging them in, review the list and take action to eliminate the repetitive C and D interruptions and recapture some wasted time.

3. Run a crisis management log. Run a crisis management log for a week. After encountering every crisis, log it. After a week of accumulating the data, go back through every crisis that occurred and ask yourself, "Which one of these could have been avoided?" and start to take corrective steps to stop their reoccurrence and buy back some "smarter" time for your weeks ahead.

4. Become a speed reader. Speed-reading is a simple skill that is easy to learn and improves with consistent practice. The average person can easily double her reading rate and thereby cut reading time in half or double the volume of reading material she can go through in the same amount of time.

5. Do daily planning. Daily Planning helps us to focus on what is really crucial and important in our day to come and permits us to identify time wasters in advance so we can avoid them and use that time more productively.

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Wetmore's specialty is helping people to get more done in less time with less stress and helping them have more time for the things they want to do in their work and business lives. He says data center and IT managers in particular are overwhelmed with too much to do. "This says a lot of good things about them because obviously many have entrusted much to them or else they would not be overloaded. But it also creates a lot of stress and distress. The bottom line is that they will either be in control of their time or others around them will."

Wetmore's advice for data center and IT managers includes an itemized approach. "Since they are all overwhelmed with too much to do, the temptation is to serve the loudest voice. In other words, the squeaky wheel gets the grease. Managers can start by creating an inventory of all they 'have' to do and all they 'want' to do, including both professional and personal demands. (If you want to manage it, you have to measure it.)"

Wetmore says the next thing to do is to prioritize the list. Then prepare a "To Do" list for the next day with the most important items from the inventory. Continue this process, Wetmore says, drawing from inventory items, getting them done in order of their importance.

Log Your Moves

Keeping a detailed log of activities is also highly recommended. A format listing the time of day in

30- or 15-minute intervals usually works well. Keep in mind though that it is important that every activity be listed in order to get the most out of this exercise. Through the assessment of these logs, as Wetmore suggests, managers will start to see real and practical ways to optimize their time. Time management's worst enemy, as every time management specialist would agree, is the time-waster. Managers should pay attention to those activities that subtly (and surely) eat up productive work time.

Data center and IT managers have a unique time management challenge. Wetmore says, "As tasks come their way, they are often faced with the necessity to act—act now and act fast. Unlike other professions where time is more forgiving, IT managers are frequently the professionals of last resort—where the buck stops. Unnecessary delay in allocating their time with urgency to solving problems can create enormous losses with downtime for systems, equipment, and personnel."

Managers who apply time management processes to their work will inevitably increase productivity and efficiency in the enterprise. Wetmore concludes, "I don't believe in time management. Time goes along whether we manage it or not. What we can do is manage ourselves in relation to time. And time management is not doing the wrong things quicker. That just gets us nowhere faster. Time management is doing the right things that keep us in balance professionally and personally." □

Time Savers

Here are five techniques that will help data center and IT managers save time each day.

1. Maintain balance. You will not spend equal amounts of time in each area or time every day in each area. But if in the long run you are spending a sufficient quantity and quality of time in each area, then your work will be balanced. Do not ignore any one area.

2. Get the power of the pen. Get into the habit of writing things to do down using one tool (a Day-Timer, Palm Pilot, etc.). If you want to manage it, you have to measure it first.

3. Do daily planning. Take the time each night to take control of the most precious resource at your command, the next 24 hours.

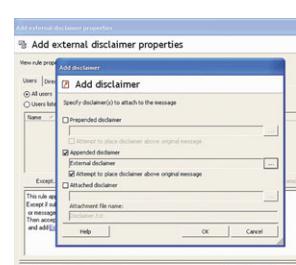
4. Prioritize it. You may not get everything done on your list, but you will get the most important things done. This is working smarter, not harder, and getting more done in less time.

5. Control procrastination. The most effective planning in the world does not substitute for doing what needs to be done.

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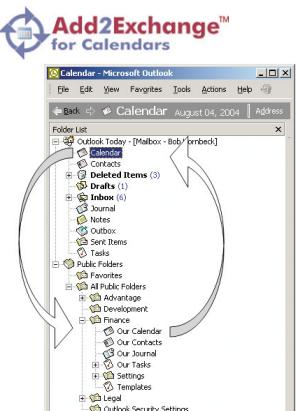
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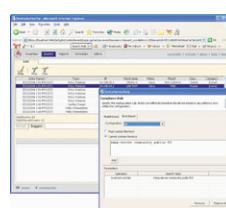
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When Buying Used Goes Wrong

Handling Fraud & Other Purchase Problems

by Christian Perry

• • •

THE PROSPECT OF HUGE savings lures many buyers to used computer equipment, but navigating the used market can bring its share of pitfalls along with cost cutting. Although many buyers experience smooth sailing deal after deal, others inevitably encounter a situation that makes them wonder whether buying used was worth the risk.

If you don't do your homework prior to buying used, you're asking for trouble and likely to receive it at some point (see "Buying Used Equipment" on page 9 for tips on purchasing used

and complain when they believe something doesn't work, so make sure that a knowledgeable person does the testing to save time on both the buyer and seller ends.

Equipment that's flat-out broken doesn't automatically signify fraud, so don't panic if a product isn't working as advertised. "Usually when that happens, it's a company that's a one-man shop, working out of his home, trying to pure and simple broker equipment, depending on other people," says Littlefield. "I realistically think 99.9% of the people out there are good people and have good intentions. But I've



equipment), yet even careful buyers can receive equipment that doesn't work, or receive the wrong equipment, or receive nothing at all. The key to handling such occasional mishaps is addressing the problem immediately.

"First thing when you receive the equipment, make sure you look at the boxes, the crates, whatever it's in, and make sure there's not apparent outward damage," instructs BL Trading's Rob Littlefield, vice president of business development. "If there's no apparent outward damage, sign for it. If there is apparent damage, sign for it damaged. Always do that. A lot of people don't do that."

Of course, this procedure is wise when buying any equipment, but it's particularly crucial with used parts because returning damaged equipment can be tricky if the dealer works "as-is condition" into purchasing terms. To sign for potentially damaged equipment, inform the delivery person of the problem, mark the items as damaged on the delivery document, and instruct the delivery person to acknowledge the damage statement with a signature on the same document. Another option is to outright refuse the delivery due to apparent damage.

Pick Up The Phone

After receiving your equipment, immediately remove it from its packaging and test it, and if the equipment contains multiple components, be sure to test them all, even if you don't plan to use them anytime soon. Littlefield notes that occasionally people who receive equipment don't understand how to operate it and are quick to call

seen where brokers depend on other people all the time and have things drop-shipped to customers, so they don't see what goes on."

Immediately contact the dealer and explain the problem because the longer you wait, the less chance you have of resolving the issue without a hassle. Some companies will even ship a replacement before you return the bad equipment, but whatever the return policy, be sure to follow it precisely to avoid extra charges.

If you're unable to contact the company or receive no response within 30 days, you're facing potential fraud. Your options at this point depend on the dealer's actions, or lack thereof. If the dealer refuses to exchange your

Confront The Fraud

Struck by fraud? Consider contacting the authorities or agencies to investigate.

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www.ifccfb.org

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General. Lists names and phone numbers of every state attorney general in the country.

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National Fraud Information Center/Internet Fraud Watch. Operated by the National Consumers League; contacts appropriate local, state, or federal agencies.

www.fraud.org

USACOPS. Provides a list of all local police departments, complete with department telephone numbers and names of police chiefs and sheriffs.

www.usacops.com

equipment or refund your purchase, you can take the company to court to recover your money, but consult your company's attorney first to review your potential case. If you can't reach the dealer at all, contact the authorities local to the company's address. (See the "Confront The Fraud" sidebar.)

Bright Side

Lest you think buying used isn't worth the trouble, the risk-to-reward ratio of buying used equipment heavily favors buyers. Littlefield explains that in the 18 years that BL Trading has been buying equipment, only four or five transactions have gone truly bad, while most other potentially problematic deals end well. "For the most part, 90% of the time, we haven't had a problem getting things replaced."

Enlisting Help

As in other areas of the equipment industry, fraud does exist in the used marketplace. Unfortunately, if you're scammed by a fly-by-night dealer who disappears after you hand over your dough, your chances of recovering it aren't great.

Nonetheless, it's still worth your while to contact authorities, including local police, the state's attorney general, and the FBI, as well as agencies such as the Better Business Bureau. Although your case might seem like a small fish in a big pond, it could be one of many that authorities are currently investigating on that company, and at the very least, your report could help others avoid a similar fate.

If you regularly buy large volumes of used equipment, you can also consider joining an association such as the Association of Service and Computer Dealers International or Electronic Resellers Association International, which regularly reports fraudulent companies and serves as a third party to resolve disputes.

"Even though companies are doing more and more to prevent the purchase of something that's going to be faulty or substandard, the risk and exposure that they have today is higher than ever before," says Kristal Snider, president of ERAI. "Sometimes problems are just not avoidable. Then hopefully you're dealing with a company that's going to be ethical and want to work with you to resolve the issue, and if they're not, other companies need to know who that party is."

The Ins & Outs Of Recertified Media

Once Old, But New Again

by Douglas Schweitzer, Sc.D.

AS IN THE PRIVATE realm, business organizations too are seeking ways to reduce unnecessary expenditures. One cost-cutting measure offers IT managers the option of purchasing recertified media. Certainly there's a monetary advantage when purchasing recertified media. So why the reluctance on the part of data center professionals? The hesitation is borne from the notion that recertified media is somehow lacking: unreliable, insecure, and therefore not cost-effective. Continued interest, however, along with positive user feedback, is beginning to reveal that those misconceptions may be misplaced.

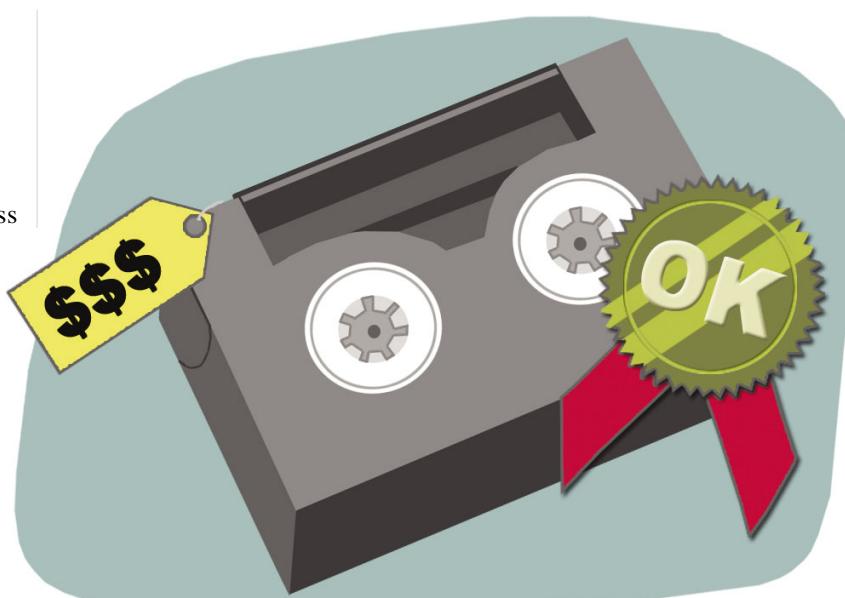
On The Pro Side

So why bother with used media? Foremost among the reasons is its cost-effectiveness. In today's 24/7 business environment, turning to less expensive media can add up to real savings for an organization, especially if there's a need for a large amount of media. According to Marvin Howell, vice president and general manager at the Graham Magnetics Division of eMag Solutions, "Tapes not meeting new tape performance standards are never sent to customers. In addition, we conduct no fewer than 10 additional tests to assure shells, leader blocks, clutch mechanisms, servo-tracks, etc. are up to those same new-tape standards."

For some the decision to opt for refurbished media is made easier when that media is accompanied by an effective warranty. Of course, warranty-covered media that fails will nevertheless have to be replaced (even if it's at no cost to the consumer).

Serious Considerations

Howell recommends that consumers keep some considerations in mind when making a decision about using recertified media. First, insist that the vendor provides published specifications and warranty on the recertified products it offers. Compare those published specifications



to new tape of the same type to assure performance characteristics are compatible.

It's also a good idea to visit the processing facility to verify the process and volume capabilities. If only part of the tape is recertified (overwritten), the security of that data from the previous user can be compromised. This is never acceptable. If a company claims to recertify every tape, given the time involved, does it have the hardware and staff to actually do what it claims it can?

You should also ask for references; talk to other users of recertified media from this vendor. And lastly, verify how the recertified tapes are identified as being recertified. There should be clear identification on each tape showing it to be recertified media. This keeps companies from being able to blend new and "non-new" tapes together in order to win a bid, and it provides the user with some assurance of what he is really buying.

Be Selective

According to Howell, upon closer inspection, you'll learn that most companies do not actually recertify every tape they sell, but the terms used are close enough that users tend to put all "non-new" tape into the same bucket and call it "recertified." Says Howell, "To our knowledge, Graham Magnetics is the only company that actually full length recertifies every piece of media we sell. When you see terms like reconditioned, remanufactured, and refurbished,

beware and ask a lot of questions before proceeding."

Like all storage media, tape products have a rated lifetime, which is directly affected by how much the tape has been used. Even though a tape may have been "cleaned up," its life is not extended unless new tape itself has been installed. Another issue with the use of recertified media affects both security and confidentiality of any residual data remaining on the tape. Even when a tape has been reformatted, residual data may still remain. Lastly, mishandling of the tapes themselves is a cause for failure. When used tapes are sent to the recertifier, they are often sent in less than suitable packaging without proper cushioning. Damage to tapes in transit can result in data loss and tape jams. It is for these reasons that companies such as Imation do not recertify media, nor do they recommend using recertified media. □

Seller Beware

While recycling used media may be good for the environment, it may not be so good for the security or confidentiality of your information assets, especially if that media contains sensitive information and you plan to sell your used media to a reseller. Before doing so, it's imperative that you take proper precautions. That means ensuring that cartridges are degaussed and erased completely.

In some cases, such as when degaussing a high capacity DLT cartridge, only a very high strength degausser will do—and even then multiple passes through the degausser may be necessary. Unfortunately, such high capacity media will then be rendered useless, as the factory written servo pattern will be erased. You can avoid deletion of the servo pattern by using a written test pattern for the complete length of the tape to overwrite or remove data.

Check The Track Record

Before you consider purchasing recertified media, determine if the company from which you wish to purchase is legitimate. Contact the Better Business Bureau; check with the SEC if the company is publicly held; or contact your local consumer affairs office or state attorney general's office and request information about a company's complaint history.

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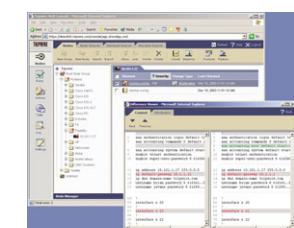
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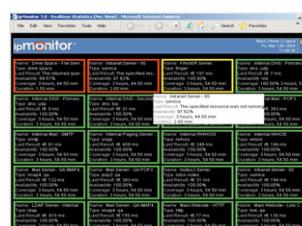
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ipMonitor is a secure, real-time network monitoring solution that will proactively Monitor, Alert and Recover your critical applications, servers and infrastructure equipment. Feature rich and affordable - ipMonitor's proven agentless architecture and comprehensive feature set delivers unparalleled reliability, ease-of-use and low cost of ownership.



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Correct the problem with VERITAS Indepth™-measures the real end user response time of multi-tiered applications. Provides specific performance metrics for SAP, Oracle, PeopleSoft, Siebel, and J2EE and MS-SQL applications.



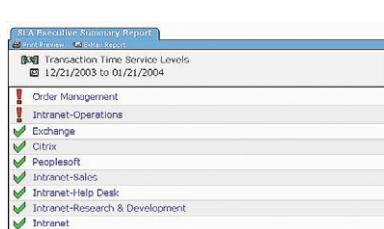
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Monitoring

www.Processor.com/NetQoS

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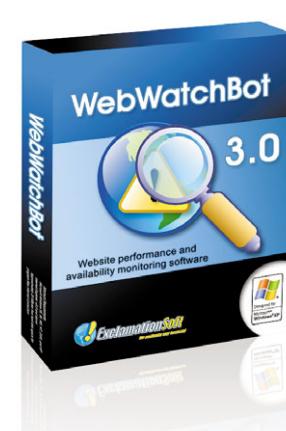
NetQoS' SuperAgent is the most complete application performance solution available today, from reports to measure SLA compliance for the CIO to detailed problem solving analysis for network engineers. SuperAgent monitors and analyzes end-to-end performance based on real user traffic, measuring all transactions from all users. No synthetic transactions, no agents on desktops or servers.



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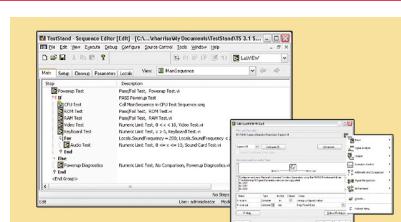
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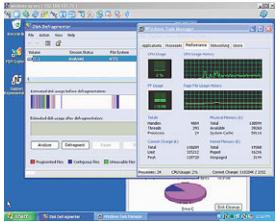
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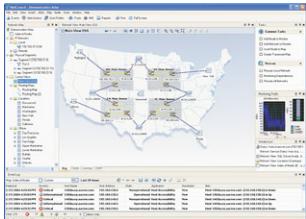
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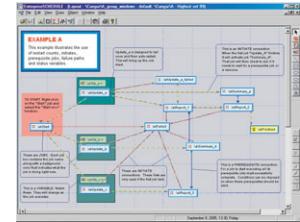
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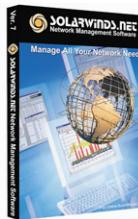
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The SolarWinds Engineer's Edition Version 8 is a suite of networking management software containing Network Discovery, Fault Monitoring, Performance Monitoring and Performance Management applications. This toolset contains the award-winning discover and fault management applications as well as security and Cisco Router management tools. [www.Processor.com/SolarWinds For More!](http://www.Processor.com/SolarWinds)



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"25% of all data centers experience downtime more than 5 times a year... 60% of these last more than a half day."

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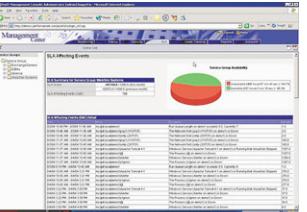
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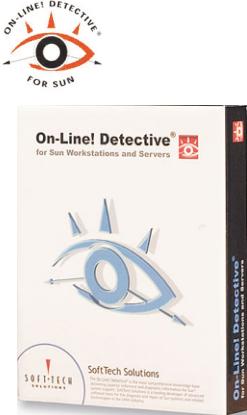


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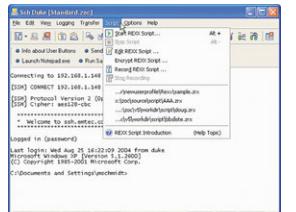
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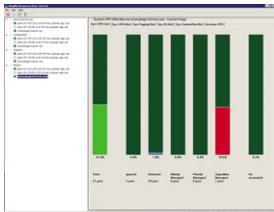


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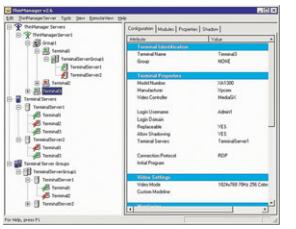


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Product Releases

COMMUNICATIONS

Router

■ **Riverstone Networks** has announced new additions to its 15000 line of routers. The Riverstone 15100 and 15200 are ideal for both residential and commercial business applications, making them ideal for businesses of many sizes. Both routers include Hierarchical VPLS, RFC-2547 MPLS-VPNs, and BGP, OSPF, multi-cast, and IS-IS Layer 3 protocols. The Riverstone 15200 also includes 10 Gigabit Ethernet support. Both routers have a modular OS to improve reliability.

Security

■ **Axiomtek** released the NA-0043 series. These are fanless network security appliances. Members of this family can be used as firewalls, network bandwidth controllers, and VPN gateways, among other uses. The NA-0043 series, which consists of the NA-0043A, NA-0043C, and the NA-0043G house the ULV (Ultra Low Voltage) Intel Celeron M processor with an Intel

852GM Northbridge chipset in a steel chassis. These platforms support up to four 10/100Mbps Ethernet ports. This series also features LAN bypass options, the ability to utilize up to 1GB of system memory, and a slender 1U form factor.

.....

■ **Barracuda Networks** has unveiled its IM Firewall, which combines an IM server with native consumer IM traffic filtering, policy management, and archiving. Barracuda claims the IM Firewall effectively addresses concerns regarding IM use and compliance with industry regulations such as Sarbanes-Oxley and HIPAA. The Firewall logs and captures all IM traffic from public IM services and the internal IM server and offers keyword identification and reporting, public IM interoperability, and a unified client for all IM Networks. IM Firewall models will be available in the first quarter of next year starting at \$1,999.

.....

■ **Radware**'s new DefensePro 3020 monitors incoming and outgoing connections to protect against malicious software,

intrusions, and DDoS attacks. The DefensePro 3020 includes definitions for more than 1,500 worms, Trojans, and viruses along with penetration and DDoS attacks. To prevent attacks from affecting other users and systems, the DefensePro 3020 also supports attack isolation. The product includes 20Gb Ethernet port and supports a variety of tunneling protocols for corporate VPNs, including MPLS, L2TP, GRE, and GTP. Pricing starts at \$75,000.

Storage Networking

■ The Prizm FICON to ESCON Converter for **IBM** mainframes is now available, according to Optica. Initially supporting ESCON tape devices, future versions of the server-based channel appliance will support other peripheral types, as well. Configurations for the Prizm range from a 1 FICON:4 ESCON ratio to a 2:12.

Telephony

■ **Acme Packet** released the Net-Net 9000. This is Acme Packet's next-generation Session Border Control platform. The

Net-Net 9000 features a signaling performance of up to 1,150 characters per second, a transcoding capacity of up to 16,000 calls, and a media capacity of 32,000 to 128,000 sessions with hardware-based QoS reporting. This SBC platform can be configured to support either integrated or distributed SBC models. The Net-Net 9000 operates the Net-Net OS and supports SIP, H.323, SIP-H.323 interworking, MGCP, and H.248 signaling.

.....

■ Billed as a "whole offer" of purpose-built voice and switching products, **Cisco Systems** introduced its Business Communications Solution for SMEs. The package includes the Cisco Catalyst Express 500 switch, new IPC applications, XML-enabled IP phones, and support and financing options. Specifically designed for converged networks, the Catalyst Express 500 family is a series of wire-speed Layer 2-managed Fast Ethernet and Gigabit Ethernet switches. The package also includes Cisco CallManager Express 3.3 and Cisco Unity Express 2.2.

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Nexsan Develops Secure Storage Appliance

Disk Solution Stores Data Using A Unique Universal Identifier

by Joseph Pasquini

SECURITY BREACHES involving the compromise and even outright theft of confidential information are becoming a common—and sometimes very public—occurrence. These violations not only affect a company's bottom line but also fly in the face of multiple compliance regulations. As many organizations have discovered, however, the necessity of securing their data has proven to be a costly proposition. Intending to provide enterprises with an alternative, Nexsan has recently announced the development of its Assureon secure storage appliance, which combines multiple security features into a single, fully integrated disk-based system.

According to Brendan Kinkade, Nexsan's vice president of marketing, the Assureon is designed to serve as a "hardened" data archive for fixed content and reference information. The appliance is based upon a combination of CAS (content addressed storage) along with selectable 256-bit encryption and other security and data protection technologies. Assureon's CAS technology, which produces a UFID (unique file identifier) for all objects based on their content, provides for the ability to keep only one copy of a given data object regardless of how many users write that file to storage. UFIDs are generated using a dual cryptographic process which uses MD-4 and SHA1 hashing algorithms.

An object placed under Assureon management cannot be modified or deleted until the end of its retention period, which is based either upon a third-party application or the device's own File Watcher program, has been reached. Once there, objects are scrubbed through an automated seven-step, military-strength deletion process following approval by an administrator.

In addition to the device's use of high-density SATA RAID storage, the Assureon also supports offline media such as tape and optical disk. "We all need to secure our information on all types of media: disk, tape, and optical. All that's been missing is the right technology," says Philip Black, Nexsan's CEO. Differing from traditional offline storage, Assureon managed data remains in native file format. Disk capacity per cabinet ranges from an

initial 8TB to a maximum of 84TB served by 1U blades. Supplementary storage capacity or server nodes can be added as required for increasing performance or supporting remote replication across a WAN.

Competition in the fixed content market segment includes NetApp's NearStore and EMC's Centera. Additionally StorageTek announced in June the development of its IntelliStore CAS-based storage system prior to the company's acquisition by Sun Microsystems. Kinkade contends that the Assureon differentiates itself from the others because of its strong CAS implementation coupled with native encryption, its ability to store multiple metadata rules for a single file, automated secure key management, and secure digital time stamping. The Assureon is also media independent. □



SNAPSHOT

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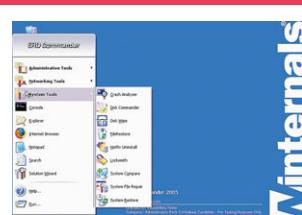
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Product Releases

Continued from Page 17

■ **Multi-Tech Systems** announced its "click-to-talk" TalkAnytime Media Server which is designed to add real-time voice interaction between Web site visitors and company representatives over the Internet. The new media server connects between a company's PBX and IP network and provides a full hardware and software solution in 4-, 8-, 24-, and 30-channel models. Each channel lets a customer speak with a representative via a VoIP call into the PBX. These new servers range in price from \$1,699 to \$4,699, depending on the number of channels. Multi-Tech Systems also released three SS SIP-survivable VoIP survivability servers designed for companies who need a cost-effective method of keeping IP telephony functioning during a network failure. Instead of implementing costly IP PBXs in offices, companies can use one of Multi-Tech's SS SIP-survivable servers to ensure a centralized IP telephony system remains intact during network failures. Available in 2-, 4-, and 8-port models, the VoIP survivability servers retail for \$999, \$1,599, and \$2,599, respectively.

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■ **Polycom** announced the Computer Calling Kit for the SoundStation2 and SoundStation2W (wireless) conference phones. The Computer Calling Kit gives callers the ability to use their Polycom phones with Web-based calling services, including those from Skype, Microsoft, Google, and Yahoo!. The Computer Calling Kit enables the conference phones to serve as the microphone and speaker and is compatible with Windows, Mac, and Linux. Polycom also announced a full-featured, SIP-based attendant phone console with the SoundPoint IP 601 SIP desktop phone. By combining the new SoundPoint IP 601 SIP desktop phone and up to three SoundPoint IP Expansion Modules, phone attendants can accept, screen, dispatch, and monitor up to 24 concurrent calls. The SoundPoint IP 601 SIP desktop phone supports six lines and is based on the SoundPoint IP 600. By pairing the SoundPoint IP Expansion Module with the SoundPoint IP 601, users gain advanced call handling capabilities.

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■ **Switchvox** launched an upgraded version of Switchvox SOHO, a full-featured IP PBX product designed to offer an improved experience for larger companies. Features in the

upgraded version include conference bridging, busy call rules, extension groups, voice-mail forwarding, paging and intercom, call center statistics, and more.

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■ **Visual Networks** announced VoIP Planner, an Ethernet appliance designed to generate and analyze synthetic voice calls, thereby helping enterprises gauge network readiness for an actual VoIP deployment without having to purchase and roll out VoIP equipment. VoIP Planner is the newest component of the company's flagship Visual UpTime Select product suite, which provides real-time and historical information that helps enterprises manage application and network performance and availability across the enterprise.

END NODES

Data Collection

■ **Viisage** says that its iA-thenticate product family now has support for contactless smartchips, or RFIDs. The company's products are intended for border control, airports, embassies, and other areas requiring thorough but unobtrusive security

scans. RFIDs add a great deal of storage space to passports and other authentication documents for things such as biometric data and identification photos.

Mobile

■ **Fujitsu** announced a new thin-and-light notebook, the LifeBook C1320D, which features a 15.4-inch widescreen XGA monitor and a long battery life. The notebook is equipped with Intel's Pentium M processor, a 533MHz frontside bus, and a multiformat DVD writer. The LifeBook C1320D also comes with integrated Gigabit Ethernet and a 56K modem, but you can upgrade it with an Atheros Super AG wireless 802.11a/b/g adapter. Fujitsu is offering the base configuration for \$1,149.

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■ **Panasonic** says that its Toughbook rugged notebooks now have embedded wireless support for Sprint's EV-DO network, as well as CDMA 1X. The CF-18, the CF-29, and the so-called "semi-rugged" CF-73 notebooks are the affected models. The company says that the laptops are also certified for use on the Verizon Wireless Broadband Access EV-DO network.

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WildPackets Makes A Triple Play

Company Introduces Voice Over Wi-Fi Analyzer & Updates SE, NX

by Joseph Pasquini

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As WIRELESS technology becomes more pervasive throughout the enterprise, administrators are consistently interested in tools that will allow them to better support their core networks. To help customers handle the demands of wireless administration, WildPackets has expanded and updated its AiroPeek product family lineup. WildPackets has announced the release of AiroPeek VX, the company's new expert VoWi-Fi (voice over wireless) analyzer. In addition, AiroPeek SE and AiroPeek NX, its established wireless LAN analysis tools, have concurrently been updated to version 3.0.

The new AiroPeek VX analysis tool monitors packet-level details of RTP (Real-Time Transport Protocol) and RTCP (Real-Time Transport Control Protocol) streams and

evaluates packet delay variations, packet loss, and jitter, as well as computing industry-standard R-Factor and Predictive mean opinion scores for each call. The server-based AiroPeek VX is capable of examining up to 100 simultaneous VoWLAN calls.

WildPackets' AiroPeek SE, a packet analysis tool for IEEE 802.11 wireless networks, is designed to identify and unravel WLAN abnormalities. The AiroPeek NX wireless LAN analyzer provides network engineers with more detailed diagnostics intended to assist with troubleshooting issues specific to wireless networks.

Both AiroPeek NX and VX feature WildPackets' proprietary Visual Expert interface, which visually dissects conversations into basic components. All three products also include support for WPA with PSK (Pre-Shared Key) encryption.



SNAPSHOT

WildPackets AiroPeek SE, NX, VX

AiroPeek SE Wireless LAN Protocol Analyzer = \$895
AiroPeek NX Expert Wireless LAN Analyzer = \$2,995
AiroPeek VX Expert Voice over Wireless LAN analyzer = \$8,995

New voice over Wi-Fi analysis tool, along with updates of existing wireless analyzers, that offers support for WPA with Pre-Shared Key encryption and presentations of a variety of GPS data

www.Processor.com/WildPackets2

Based upon customer response, WildPackets has also incorporated broad GPS support into all three products. The GPS

features include the presentation of the Time, Latitude, Longitude, Altitude, and Speed data fields in the packet display; GPS signal verification; the ability to export packet capture data, including GPS values into comma-delimited format; the ability to produce a report showing a log of the walk/drive path taken with the PC and GPS; and display of the privacy bit for wireless management packets. Network data can be captured with or without GPS integration.

Competing WLAN analysis solutions include Network Instrument's Observer Wireless and AirMagnet's Laptop/Handheld Analyzer lineup. Meanwhile, a direct contender to AiroPeek VX is VeriWave's WaveSuite VoWLAN analyzer, which uses an aggressive testing matrix. As part of its testing, WaveSuite originates recorded voice conversations from an incremental number of handsets and also generates data traffic in the presence of the voice calls.

However, according to Dovid Coplon, WildPackets' product management director, the AiroPeek product family differentiates itself from other offerings thanks to the company's experience in the networking arena. "WildPackets is staffed with real-world networking experts focused on how networks are actually designed and used and what matters most for our customers. Our expert analysis is relevant and focused on real-world events," he explains. □

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Product Releases

Continued from Page 18

Monitor

■ **CTX** announced its S791A and S792A LCDs will ship months ahead of the Restriction on Hazardous Substances regulatory deadline. Both displays feature a 400:1 contrast ratio and a screen brightness of 280cd/m² and are compatible with VESA wall-mounting standards. The S791A and S792A are available through major distributors.

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■ **Elo TouchSystems** announced the entry-level 1715L 17-inch LCD touch monitor. The unit is sensitive enough to register touch from a finger, gloved hand, or a stylus. The durable 1715L is also sealed from dust, dirt, and minor water splashes, so it works well in a variety of environments. Elo TouchSystem's new monitor is ideal for the people and computer interaction needs of large and small businesses.

Scanner

■ **Fujitsu** introduced its first Macintosh compatible scanner. The new Fujitsu ScanSnap supports Mac OS X version 10.4 Tiger and features a 50-page ADF. The Fujitsu ScanSnap scanner comes bundled with Adobe Acrobat 7.0 Standard software

to help business professionals quickly convert their paper documents into digital form. The ScanSnap is a one-button scanner that lets users scan at speeds up to 15ppm for single-sided documents and 30ipm for double-sided documents. The ScanSnap features a compact design that measures 5.9 x 11.2 x 5.7 inches (HxWxD) and a 600dpi color CCD optical array.

Server

■ According to **Sun Microsystems**, its Sun Fire servers offer a five-fold performance increase over its earlier UltraSPARC-based servers. The Sun Fire V490, V890, E2900, E4900, and E6900 servers feature a 1.5GHz UltraSPARC IV+ processor and run Solaris 10. Expected to match up against IBM POWER5-based servers running AIX OS, the Sun Fire servers achieved world records in several performance benchmarks, such as SPECjbb2005, Manugistics Fulfilment, and IBM's Lotus Domino R6iNotes.

Storage

■ **Apricorn** introduced the MicroKey, a high-capacity USB memory key made from aluminum alloy. The MicroKey's slim design features shock mounting, insulating the HDD from vibration and

shock, and a swivel interface, giving accessibility to virtually any USB port, even adjacent ones. Its lightweight size (only 2.5 ounces) and carry case make the MicroKey very portable.

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■ **Fujitsu** launched the 2.5-inch MHV2120BH and MHV2120AH 120GB hard drives, designed for mobile devices. The new drives are quiet, durable, and require low voltages. The MHV2120BH drive comes with a SATA interface, sports a 5,400rpm rotational speed, and NCQ for faster access. The MHV2120AH drive features a Parallel ATA interface and the same 5,400rpm speed. The drives will become available through OEMs in Q4.

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■ With utility storage vendor **3PAR**, **ONStor** has announced the development and release of UtiliCat. UtiliCat is a storage product that offers enterprise-caliber SAN and NAS capabilities. The scalable 'Cat merges ONStor's Bobcat NAS Gateways with 3PAR's Utility Storage arrays and InServ Storage Server.

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■ **Revinetix** has announced a price reduction for its entry-level, 500GB RAID 5 D2D backup appliance. The Sentio1000 is now priced at \$5,995. It comes with all the

necessary recovery and management software for backing up a company's network. The Sentio1000 also includes redundant power supplies, 250GB SATA drives, and Gigabit and Ethernet controllers.

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■ **Revivio** has released the CPS 1200 for replication and data protection. With this device, system administrators can quickly recover data from remote backup sites. With Revivio's Replication Module, multiple CPS 1200s can be installed at various locations and act together as a single backup and replication unit.

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■ **SanDisk** has released its first U3-powered Cruzer Micro USB Smart Drives. These flash drives can store files, programs, passwords, and settings so that a user can gain instant access to preferences by simply plugging in the SanDisk Cruzer Micro USB Smart Drive. Users can access files and personal settings securely without security risks after disconnecting the device. The drives come preinstalled with a U3 version of CruzerSync synchronization software and SignupShield Password Manager, which stores encrypted user passwords. The drives will cost \$54.99 for a 512MB Cruzer Micro and \$99.99 for a 1GB Cruzer Micro.

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Increase Shared Virtual Response Times

Better Storage Performance & Faster Development Cycles With StorageTek's V2X4f SVA

by John Brandon

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THE HOLY GRAIL of disk storage is compressing data into smaller and smaller increments. Data demands get increasingly higher as business users share large media files, transfer huge PowerPoint presentations, and distribute knowledge management archives across sagging corporate networks. One solution is StorageTek's V2X4f SVA (Shared Virtual Array), an update to the previous V2XF model. For network administrators, the V2X4f is a giant leap forward in terms of disk requirements (up to 60% less than

other traditional storage solutions), overprovisioning features, and near-instant and unlimited PIT SnapShot copies. The V2X4f offers a 40% improvement in workload and response times over the previous SVA.

The StorageTek V2X4f supports FICON connectivity in z/OS (MVS) and z/VM mainframe environments and is the latest in the company's FlexLine V-Series. This series is geared for mission-critical enterprise environments, such as disaster recovery and application development, where cost of deployment and physical storage are prime factors.

Developers can use the SnapShot features to create concurrent test and development copies automatically. Instead of making two or three redundant copies, the SVA maximizes disk expenditures. IT admins can use SnapShot for standard backup and restore functions, which are critical for the development process.

The benefits for IT are great. An SVA uses 100% of available storage, as well as macro-management for touch-free self-tuning, media management, and unattended configuration. Application availability is higher because the product provides new storage



SNAPSHOT

StorageTek V2X4f Shared Virtual Array

Offers twice the capacity and up to 40% improvement in workload and response time performance over the V2XF

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without any disruption in services, and the self-tuning and

macro-management features can free IT resources to focus on other tasks.

The V2X4f release takes the SVA approach to a new level of storage power and performance. The V2X4f supports 23.2TB of usable disk capacity. The product now supports from four to six FICON ports, in increments of two, and 2,048 FICON logical paths (128 per logical control unit and 256 per FICON support). Support for ESCON and Fibre Channel ports is still included. The V2X4f includes several key software applications, including the Virtual Power Suite for copying, moving, and protecting data, as well as the data backup and migration software and the SnapShot data replication and mirroring programs.

HP's StorageWorks, now with enhanced data archiving features, is a similar virtual array solution, and EMC and Network Appliance also make point products with shared virtual array support. However, none of these products can match the V2X4f's increased performance and physical disk savings. □

Access Control

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Product Releases

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Components

■ **AMCC (Applied Micro Circuits Corp.)** announced its line of next generation hardware RAID controllers, the 3ware 9550SX family. This family uses the seventh generation version of StorSwitch, a fabric storage architecture, and features StreamFusion, a cache allocation algorithm used to optimize performance in some multistream applications. The 9550SX series delivers transfer rates up to 3Gbps. The 9550SX-4LP, a 4-port kit, and the 9550SX-8LP, an 8-port kit, are available for \$395 and \$595, and 12- and 16-port models will be available later this year.

SOFTWARE

Business Productivity

■ **Brooktrout Technology** released SnowShore IP Media Server 1.4, which facilitates large scale audioconferencing and efficiently processes large bandwidth video streams for multimedia and messaging services. The software includes carrier-grade collaboration support, letting carriers quickly grow small three-way sessions to large conferencing sessions with thousands of participants. With an expanded session

capacity of up to 500 sessions per server blade, SnowShore IP Media Server 1.4 is interoperable with a wide array of third-party application servers.

■ **Logitech** unveiled its new Logitech ioTags feature, part of a software update to the Logitech io2 Digital Writing System, which lets people use basic handwritten symbols to flag and identify tasks, calendar entries, and email as they take notes with digital pen and paper. When the pen is docked with the computer, the marked portions of the notes are converted into text and imported into Microsoft Outlook or Lotus Notes. The ioTags software is compatible with Microsoft Outlook 2000, 2002, and 2003 and Lotus Notes 5.0 and newer. Other new features to the Logitech io2 software include the ability to search digital pen documents using Google Desktop Search and the ability to edit and search io2 Digital Pen notes imported into Microsoft Office OneNote 2003. In addition to converting handwriting into text, the original handwritten note is uploaded and stored as a digital pen file.

■ **Nortel's** Expert Anywhere Contact Solution lets employees look up the most appropriate contact for a customer and route calls to the employee regardless of their

location or function. The system can even dial up employees who telecommute from home. At the heart of the system is Nortel's Contact Center 6.0, which provides a SIP-based multimedia contact center.

■ **Philips** announced a remote voice-control for equipment used in manually intensive or sterile medical situations. The hands-free solution is ready for integration into products and is known as HIH (Hands-free Interaction in the Hospital). HIH lets clinicians control medical equipment using voice commands from up to several meters away using an array of microphones to locate and track the person speaking. Once the speaker is identified, the system filters out background noise.

■ **Teradata Relationship Manager Version 6** is the latest customer interaction and relationship management software suite from this division of **NCR**. The browser-accessible suite builds upon its predecessor Teradata CRM with new features designed to make customer communications more relevant and timely. Highly flexible views of many analytics and metrics help track all aspects of a company's relationship with its customers. It will be available by the end of the year.

Database & Data Mining

■ **Teradata** Warehouse 8.1 is not only database management software, but also related hardware and consulting services for the enterprise data center. It's based around Teradata Active System Management, a software suite that offers powerful control over huge database systems while keeping management simple and straightforward. New features include improved authentication, such as password management for multinational companies, as well as application development and data connectivity support for the .NET Framework.

■ **TimeSpring** is offering a free version of its TimeData continuous data protection software to North American businesses who are evaluating Microsoft's SQL Server 2005 CTP (Customer Technology Preview) before November 2005. The new software aids companies looking to migrate from SQL Server 2000 to SQL Server 2005. In addition, TimeData provides continuous protection against database corruption by automatically replicating changes within the database. In addition, businesses can use the backup database for analysis without threatening the original database.

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AppIQ StorageAuthority Suite R4.0 Adds More Compatibility

New Options For Centralized Command & Control Of Heterogeneous Storage Infrastructure

by John Brandon

A SAN HAS SEVERAL key benefits, including faster performance, more accessible storage, and the freedom to use application servers for their intended purpose: sharing applications. However, one conundrum that IT admins face is compatibility between systems. Tying all the loose ends from various point products for monitoring, provisioning, and reporting requires exceptional skill. To help, AppIQ has released StorageAuthority Suite R4.0, a suite of enterprise SAN and SRM (storage resource management) modules intended to

take the complexity out of SAN integration and monitoring, and put control in a central module.

The key enhancements in the new release include support for Veritas NetBackup. Network administrators can now produce backup reports and use SAN correlation modules. The benefit is better compliance with audits and service level agreements with end users. StorageAuthority now supports NetApp and IBM Total-Storage Enterprise Storage Server systems, so the suite of products is even more compatible. NetApp filer compatibility means you can deploy the standalone module or

as part of your SAN strategy and finally tie a SAN and NAS strategy together.

"Our heterogeneous device support gives customers the flexibility and confidence to select the storage hardware that best meets their business needs, rather than forcing them to adapt their businesses to a single vendor's hardware agenda," said Ash Ashutosh, CTO at AppIQ. "By leveraging Web services, CIM, and SMI-S, AppIQ offers an integrated, standards-built platform that facilitates operational efficiency, as opposed to a set of disparate point tools that integrate only on marketing collateral."

StorageAuthority R4 is an excellent way to leverage current investments. Once a SAN is in place, IT admins can then run StorageAuthority modules to identify not only storage problems but also data backup issues, resource allocations, media utilization, and service-level efficiencies. The release further advances StorageAuthority as a leading SAN optimization product.

SNAPSHOT

AppIQ StorageAuthority Suite R4.0

Provides robust SAN and SRM management features for increased storage resource management and optimization

www.Processor.com/Appiq

Another key benefit is integration with Microsoft SQL Server. Admins can now use the graphical diagnostic tools in StorageAuthority to view SQL instances, databases, and tables. This helps correlate application needs with SAN availability.

The key modules within StorageAuthority are the StorageAuthority Manager, a highly visual capacity and performance management aid; StorageAuthority Provisioning, a tool that automates the provisioning of heterogeneous array volumes, LUNs (logical unit numbers), and zones; and the new NetApp and NetBackup protection modules. Other vendors, such as EMC and Veritas, provide similar SAN management tools but without the same central hub SRM features. □

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Product Releases

Continued from Page 20

Imaging & Printing

■ **O & K Software** announced the release of O & K Print Watch 3.2. This is software used to track print jobs. Whenever a task is printed, the new version of Print Watch logs who printed the task, what kind of print job it was, the number of pages printed, and which printer printed the document. O & K Print Watch 3.2 can identify printer misuse such as the excessive printing of documents not related to work and printing during off business hours. Print Watch can integrate with Microsoft SQL servers, and all reports can be viewed with a Web browser because of Watch's Web interface. A single copy of O & K Print Watch 3.2 is available for \$149.95.

Network & Systems Management

■ **HP** introduced the ITSM (IT Service Management) portfolio, which is a new element of its OpenView family of business IT products. HP's new ITSM Express Pack for Consolidated Service Desk consists of the OpenView software, reporting capabilities, best practices documentation, consulting, implementation, and education and support services. The other new element is called ITSM Assessment Services portfolio, which consists of four tailored Assessment Service levels, Quick, Intermediate, Comprehensive, and Custom.

■ The new Assentor File System Manager from **iLumin** recognizes a variety of files including those native to Windows, Solaris, AIX, Netware, EMC Celerra, and HP-UX systems. Administrators can define certain criteria and configure the software to move, copy, or delete files based on file characteristics (such as file type, age, or path). ASFM's policy simulation feature is a handy way to see how policies will actually impact your file system, so you can resolve any adverse effects before implementing the policy.

■ **Infoblox** released upgraded versions of its DNSone (version 3.2) and Keystone software modules, which work with the company's network identity devices. The refreshed modules provide the devices with integrated DNS, and built-in IP address management capabilities, making them ideal for small, medium-sized, and large businesses. The IP address management system lets network administrators monitor and manage all of the company's IP addresses. The updated modules are available for free to new and existing Infoblox-1000 and -1200 appliance customers.

■ **Minicom**'s new KVM.net provides KVM over standard IP networks. Using a GUI-based manager and a single IP address, administrators can log in and can view all

KVM.net connected servers regardless of location. Selecting a server automatically connects you to the proper system. According to Minicom, the new KVM.net hardware is compatible with older KVM switches.

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■ **Raritan** announced its Universal KVM Client and Virtual KVM Desktop for its Dominion KX remote management switches. They're multiplatform in the OS and the browser senses and feature full-screen video, fast video switching, and Transparent Keyboard Handling. Keystrokes bypass the desktop client to go directly to the target server, decreasing the need for macros and speeding up the feel of the experience.

.....

■ **Recalgen** introduced MirrorInstall for Win2000/XP client/server. MirrorInstall can aid system administrators in installing, updating, and patching software over a corporate network. This software lets end users perform installations using a mirror image of the software. These images are stored on the company's server, and the system administrator can control which applications end users can access, install, and update. Once the software is installed, system administrators can configure MirrorInstall to automatically update and patch installed applications. MirrorInstall costs \$49.95 per license.

.....

■ **Verso Technologies** announced the release of NetSpective 2.0. This is Verso's latest content control and bandwidth optimization software for network administrators. NetSpective 2.0 blocks congestion-causing applications such as Skype, which lets users make VoIP calls, and other bandwidth hogging applications such as streaming media and P2P messaging. The new version offers a more comprehensive array of network optimization options to improve control administrators have over the type and volume of network content. Because NetSpective 2.0 blocks unregulated traffic, enterprises have reduced potential liability for copyright violations or communication regulations infractions.

Security

■ **Aventail** announced its Secure Mobile Access Solution for PDAs and smartphones. The product works as an SSL VPN for mobile devices, providing access to applications from virtually any mobile device with complete security and granular access control. Aventail Mobile supports all major operating systems, including BlackBerry, Palm, Windows Mobile, DoCoMo, and Symbian.

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■ **Cybertrust** announced the availability of Cybertrust OnlineGuardian 3.5, a security package that provides customers with information about the state of their security infrastructure and increased understanding of the threats that impact their business.

With this information, customers are able to take proactive actions to improve the effectiveness of their security controls. Online-Guardian 3.5 is meant to serve as an integral part of a customer's overall risk management strategy by preventing attacks and responding to security threats. Version 3.5 has new data warehousing, health monitoring, and security dashboard features provide intelligence to identify and escalate security incidents based on values and thresholds selected by the customer. The advanced data warehousing functionality in Online-Guardian 3.5 includes the addition of OLAP (predefined online analytical processing) data cubes and an OLAP interface, where customers can select parameters to better analyze their data and evaluate trends.

.....

■ **SAP** and **Siemens AG** have announced HiPath Security DirX Identity, a standards-based identity-management product which operates on the SAP NetWeaver platform. HiPath Security DirX Identity is designed for integration with SAP applications to control individuals' access rights. With the new product, user's application- and file-access settings are managed centrally, providing access to the resources necessary for the employee's job without opening the company to the security threats that come with employees gaining too much access to network resources. HiPath Security DirX is also useful for creating an audit trail for compliance with Sarbanes-Oxley and similar regulations and laws.

.....

■ **Softricity**'s new ZeroTouch software provides businesses with a way to grant access to company applications over the Internet. ZeroTouch provides employees with instant access to company applications from any computer with an Internet connection and Web browser. The software is capable of determining whether a user's desktop or a company server should provide the processing power for an application depending on where the user is located and how they're connecting. Finally, the software provides IT departments with reports detailing application usage by business group.

Storage

■ SAN Health 3.0, a Web-accessible utility from **Brocade Communications**, is designed to analyze and optimize SANs. It will be available at no cost to Brocade partners and SAN end users. SAN Health 3.0 includes support for Brocade Secure Fabric OS and SSH communications between SAN locations, a simplified GUI, and the ability to analyze McDATA SANs. Brocade SAN users can acquire SAN Health 3.0 by registering on Brocade Connect.

.....

■ **Lockstep Systems** released Backup for Workgroups version 2.6. This is an upgrade

to its flagship disk-based backup utility for Windows servers and desktops. This new upgrade centers on improving data backup support and rotating hard drive storage devices. Version 2.6 gives administrators the ability to track and report the amount of storage space consumed by every Backup Client on a network. Administrators can easily view information such as the net storage size, total bytes backed up, and the amount of redundant bytes. Backup for Workgroups 2.6 is available for \$99 per client.

Telephony

■ **Agilent** announced that it has updated its NgN Analysis System offering to cover VoIP session border-controlled networks. The added functionality lets VoIP network administrators monitor and support improved quality of service. Agilent's offering can also block unwanted VoIP traffic and report on the overall quality of each data transmissions, which lets administrators quickly get to the bottom of network anomalies and VoIP degradation.

.....

■ **Fluke** introduced the VoIP lifecycle management solution, which is designed to aid in the deployment, monitoring, troubleshooting, and management of VoIP networks. The portfolio includes several utilities and software agents that manage every aspect of the VoIP lifecycle, including the NetTool for testing communications between IP phones and other network devices, the OptiView Protocol Expert, OptiView Link Analyzer, OptiView Integrated Network Analyzer, OptiView WAN Analyzer, and the Reporter-Analyzer. Each offering uses real-time monitoring or packet analysis to give you the most realistic and reliable reports.

.....

■ **Vertical Communications** announced Vertical TeleVantage 7, the newest release of the company's IP PBX and contact center. TeleVantage combines an IP PBX with a suite of voice applications, including unified messaging, call recording, and a contact center. TeleVantage also features ViewPoint, a GUI designed to increase employee effectiveness by giving them access to the phone system features through a Web- or Windows-based environment.

SERVICES

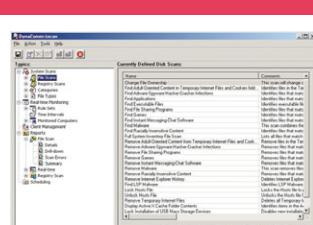
VoIP

■ **Microsoft** and **Qwest** announced a joint VoIP venture designed for small and medium-sized businesses. The offering consists of the Microsoft's Solution for Enhanced VoIP services integrated with Qwest's OneFlex VoIP services to deliver VoIP, email, Internet access, collaboration, presence, IM, and desktop services in a single package. Microsoft and Qwest plan to launch in 2006.

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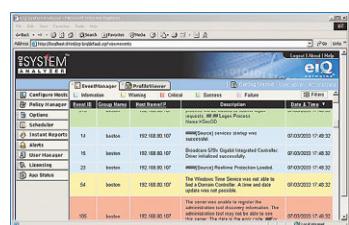
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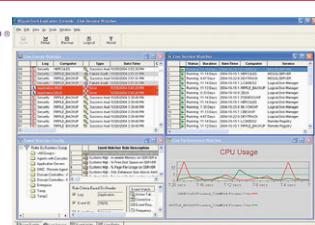
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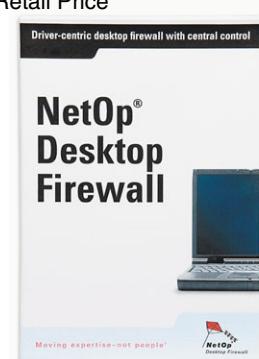
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OPINIONS

INFO-TECH • INSIGHT

Commoditization: The Potential & The Peril

A commodity is any homogenous item that can be sold or bought. This is hardly a new or frightening concept. But put the word "commodity" in the context of IT investment, and you get years of heated debate and plenty of fear and loathing among IT managers.

Most discussions about the commoditization of IT begin with Harvard Business Review editor-at-large Nicolas Carr's controversial 2003 article "IT Doesn't Matter," in which Carr argued that corporate IT had become a commodity. As such, IT investment provided enterprises with no more of a competitive advantage than would paying the electricity bill.

To really understand what's gone on since Carr's article, you have to go back to the 1990s, the years when everybody went a little nuts.

In The Mouth Of Madness

The dot-com boom, e-business mania, and spending on Y2K meant there was a lot more money than common sense sloshing around. Tech geeks were corporate heroes. IT was the future. Those who questioned how massive IT investments were going to yield a positive return were derided as old-economy luddites.

Then it all came crashing down. Picking around the rubble of the tech bust, it was inevitable that somebody would advance a counterpoint to the prevailing wisdom that being the first and fastest with new technology was the ticket to success. Carr argued that even the newest IT innovations become copied and commoditized quickly. An enterprise at the bleeding edge might gain a very brief advantage, but soon everybody would have the new technology.

If IT is a commodity, how do an IT department and manager contribute to the business? Paying the electric bill doesn't provide special advantage, but the business is in a pickle if the lights go out. Management success is measured in how much you can reduce the bill while ensuring service is rarely interrupted.

The Knives Come Out

Many IT analysts have argued that Carr was too narrow in his

definition of IT. He focuses on infrastructure hardware and desktop computers, not on the strategic potential of enterprise information management. He also doesn't consider the value of execution—i.e.

Unfortunately, IT decision makers in midsized enterprises tell us that commoditization is not a debate in their world. These frustrated IT decision makers find that they can't argue the strategic

out to slash IT budgets and put IT professionals in their proper place.

Ask, Don't Tell

What is the besieged IT manager to do in an era of tight budgets, commoditization, and outsourcing? Here are three quick suggestions.

Get over 1999. The value of IT investment will always be questioned. Be able to answer the hard questions, in detail, with solid measures and clear business arguments.

Manage the operational stuff but focus on the strategic. A big chunk of IT investment is in commodities. You won't win any medals for doing a good job here. However, you'll never get a chance to focus on "higher" things if the wheels keep falling off the wagon.

Become a student of the business. Senior decision makers aren't listening to you. Are you listening to them? Make it your first priority to learn about the business and its strategy. Strategic opportunities come out of business discussions, not technology discussions.

There are areas the IT manager can make a competitive impact. But these are the vital few—the 20% of projects that yields 80% of the benefit. The hard part is identifying and promoting the vital few, especially if others don't think that's your job. If so, they are wrong—and wrong at their own peril.

*Send your comments to
infotech@processor.com*

JOHN SLOAN

AUTHOR *John Sloan is a senior research analyst at Info-Tech Research Group. He has more than 15 years of experience as a technology writer, as well as experience in corporate communication, Web site development, and electronic publishing. His research interests include electronic publishing and communications (including e-learning), disaster recovery planning, desktop computing, and Web application development platforms. Sloan holds a master's degree in journalism from The University of Western Ontario.*



everybody has IT, but some do IT better.

In reality, IT has operational and strategic layers or spheres. The commodity stuff (storage, networks, and desktops) has to be managed efficiently so that the strategic impact stuff (business intelligence, knowledge management, and strategic alignment) can be addressed.

potential of IT because they are not even allowed into the strategy discussion. Instead, they are told that IT is a commodity and that their job is to reduce the costs and mitigate the risks. And they better do a stellar job or else the whole shebang will be outsourced.

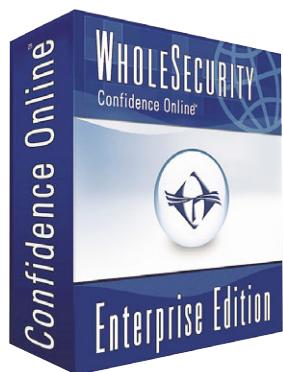
Back when we all went nuts there were those who suspected that too much was being spent on IT. They also didn't particularly like being derided as old-economy luddites. When Carr's article came out, you could almost hear the collective cry, "Aha! I knew it! I just knew it!"

"IT is a commodity" provided a gold-plated opportunity for those

Strategic opportunities come out of business discussions, not technology discussions.

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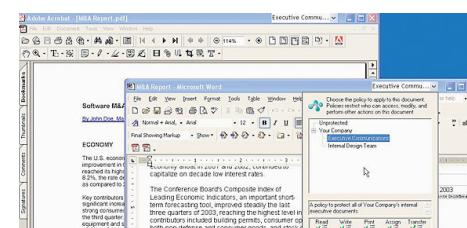
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OPINIONS

RESELLER • NEWS & VIEWS

IT Solutions From A Surprising Source

Most people think of resellers and secondary dealers as new and used equipment salesmen. While it is true that a large part of that industry has to do with equipment, it is far from the only thing they do. In fact, I would argue that one of the major reasons to choose a reseller is the unique perspective it brings to IT solutions. Manufacturers see the world of IT solutions through blinders; they act like the only solutions available must have their logo on it. Resellers have a broader view of IT solutions and usually are not "locked in" to any one manufacturer.

Most of the major players in the reseller and secondary market belong to the Association of Service and Computer Dealers International (www.ascdi.com). For this column, I contacted members of ASCDI and asked them to tell me about the unique and interesting services and products they provide. I was overwhelmed with the number of responses I received. Here are just a few of the solutions they told me about.

AS/400 Communications

The e-Twinax controller by BOS is a twinax controller that provides an easy way to remove

all SNA traffic from your network by communicating in a protocol that is native to the IBM AS/400. www.midlandinfosys.com

Asset Management

LAMP is a secure Web-based portal that allows customers to take control and manage their assets, maintenance programs, disposition services, and leasing programs. www.elasalle.com

Business Software

SAP Business One is an integrated business management solution that offers the comprehensive assortment of capabilities, including general ledger, banking activities, service, sales, inventory operations, and more in a scalable solution. www.nsiserv.com

Data Protection

Three Pass Data Overwrite for Intel-based products uses a specific process that the Department of Defense has established a standard for to offer the highest level of data (erase) protection available. www.Re-SourcePartners.com

Downtime Planning

Vision Solutions High Availability supplies a variety of solutions

that increase machine availability during downtime such as tape backups, OS upgrades, or disasters. www.midlandinfosys.com

Drug Testing

TrackMyResults is a Web-based suite of easy-to-use and easy-to-adopt services that manage drug testing programs. www.alphagenusa.com

i-Series Solutions

North American Systems International provides a host of solutions for the IBM iSeries, which will allow IT managers to integrate rich media assets into the production environment, provide document imaging, and enhance security. www.nasi.com

Sun Microsystems Troubleshooting

The Detective for Sun equipment is used by system administrators and technicians to configure, troubleshoot, diagnose, repair, and administrate their Sun Microsystems workstations and servers running all versions of Solaris. www.sundetective.com

Private Networks

Infinite Technology Group provides private networks for replication, hosting, disaster recovery, and business continuance with a focus on regulatory requirements

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Security

bSafe for IBM AS/400 and iSeries provides security monitoring and management, which can manage users, groups, and security

JOSEPH MARION

AUTHOR
For the past 30 years Joseph Marion has worked in the technology equipment reseller market. In the 1970s he competed with the major equipment manufacturers by selling, leasing, exporting, and maintaining used equipment. In the 1980s he "crossed over," joining forces with IBM and becoming one of its most successful authorized business partners. Since 1990 Marion has headed up the Association of Service and Computer Dealers International, the world's largest association of companies that deal in technology products.



clearance levels, as well as a number of other criteria to protect your AS/400 or iSeries from security breaches. www.midlandinfosys.com

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This is just a sampling of some of the solutions available from companies most people would think of as "new and used" equipment dealers. In future Processor columns, I plan to focus on these and other solutions available from the reseller and secondary market dealers that I feel are unique and will offer value to the IT community. □

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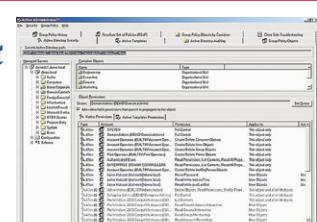
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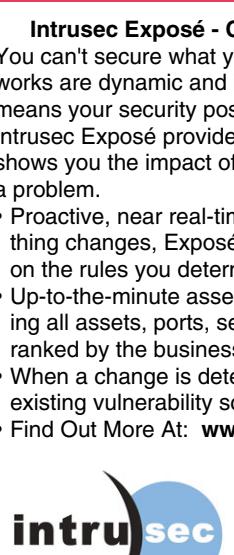
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OPINIONS

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The Business' Big Picture

The idea of the big picture involves the business realizing the IT department's aptitude to comprehend and align its desired goals to those of the business. Other areas within the organization will also be forced to view IT as a business partner and trust them for consulting work instead of merely looking at them as a support department. The IT department must comprehend the desired consequence of the business and where it has to be in order to reach the desired goal. All IT members must comprehend how their functions impact the overall business goal. Everyone needs to see the big picture.

Goals & Values

Big-picture thinking is fundamental to becoming consequence-minded. Consequence-minded means being able to think in terms of what your desired goal is and collaboratively making decisions that will reflect such a desired outcome. The greater the opportunity to see the big picture, the more likely people will be able to step into consequence mindedness.

Big-picture thinking creates context and enables people to honor the values we seek to live

and work by. Most people are not typically drawn to or motivated by values; usually people are drawn to outcomes. The clearer you make the business, the easier it is for people to understand and embrace the values that enable the business, even if they would not necessarily choose those values in their personal lives.

One Focus

The more connected and integral we feel to the business, the less likely we are to subscribe to the "us and them" factor. We feel connected to the business through understanding the big picture. By not subscribing to the "us and them" factor, we are less likely to disregard our values in dealing with others because we feel more akin to and related to others with whom we share the business.

If individuals engage in big-picture thinking, when it's time to make a judgment call, they are more likely to make one in favor of the business. They can make decisions with confidence in the midst of action. Big-picture thinking is about clarity as to where you are headed so that everything you do is aligned with the business. With the big picture clearly

in mind, every decision you make and every action you take can be considered in light of how it supports or hinders the business.

Well managed IT teams do their work in the context of the big picture. Everyone understands how the IT team is linked to the success of the business as a whole. They don't work on projects with the project itself being the largest view; rather, they view the projects within the scope of the larger business and where the business is headed. They act as partners in the business rather than just worker bees because seeing their place in the success of the business helps them make decisions and suggest innovative solutions that go beyond simply meeting the technical requirements requested by their client groups.

What's Your Purpose?

An old story illustrates the relationship between big-picture thinking and quality of work. A traveler comes across three bricklayers on a scaffold. The traveler asks the first one, "What are you doing?" He responds, "I am earning a wage." The traveler then asks the second one, "What are you doing?" He responds, "I am building a wall." The traveler asks the third one, "What are you doing?" He responds, "I am building a cathedral." The story illustrates the power big-picture thinking has on the everyday work of laying bricks.

The more meaningful a business becomes to individuals, the more effort people exert to bring about success. This is different from a mission or vision statement that is "owned" by the organization and not the individuals. Owned by the

It is important that individuals understand how they connect to and serve the overall business of the company; they should measure their decisions and actions in light of how they serve the overall business, not just the project or

HARRIS KERN

AUTHOR Harris Kern is an author, publisher, lecturer, and IT consultant. He is the founder behind Harris Kern's Enterprise Computing Institute (www.harriskern.com) and the best-selling series of books published by Prentice Hall, including "IT Services," "IT Organization," and "Managing IT as an Investment." Kern is also an IT performance mentor and self-discipline expert. He is the author of "DISCIPLINE: Six Steps To Unleashing Your Hidden Potential" and "DISCIPLINE: Training The Mind To Manage Your Life."



organization, you get bricklayers earning wages. Owned by the individuals, cathedrals are built.

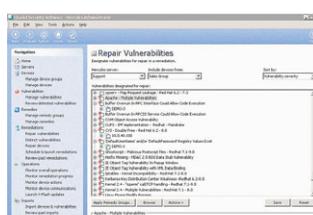
With consequence-based thinking, people recognize that ideas are not any one person's responsibility or that efforts alone will lead to the answers that will get to the desired consequences. Whatever the problems, they can be resolved by changing the mindset of the individuals. The focus must be to work as a team and implement consequence-based thinking; the organization's leader will discover that this isn't just a methodology. The practice will lead to solutions.

department. Individuals should be organized into workgroups, which need to be aligned to ultimately serve the true purpose of the existence of the organization—the business. And those individuals in workgroups should understand how they connect to and serve other groups in order to work synergistically within the organization. Lastly, employees need to realize a commitment to serve the business is different from a commitment to serve the workgroup or team. **P**

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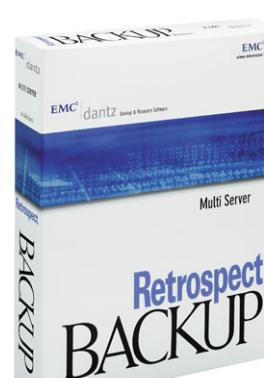


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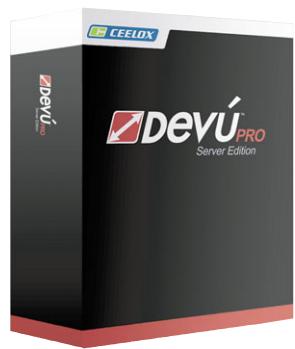
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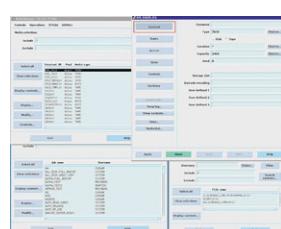
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Manufacturer Presentation

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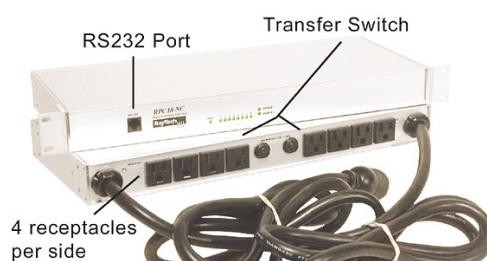
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BOOK REVIEW

IT Vigilantism Against Attackers

“Aggressive Network Self-Defense” Shows What Happens When You Fight Back

by Bruce Gain

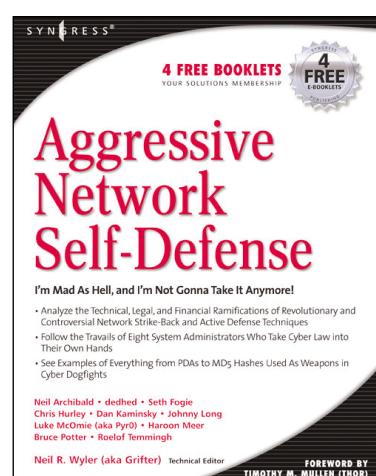
PUNISHING WRONGDOINGS is what prosecutors and law enforcement officials are paid to do. The IT admin's job, when it comes to security, is to protect networks, repair damage when attacks happen, and report any criminal activity to the authorities. But if someone has committed a cyber-crime against your network, what would happen if you tried to catch or punish the perpetrator yourself? Or maybe you take the concept one step further and adopt a mindset like that of Charles Bronson's character in “Death Wish” by inflicting some real damage yourself against criminals who have destroyed, compromised, or stolen your network's data. “Aggressive Network Self-Defense” does just that. The book offers eight chapters with very detailed and specific examples of black hat hacker attacks and how

IT admins have responded by taking the law into their own hands.

Fireside Reading

Each chapter may be fictionalized, but the nitty-gritty accounts are complete with very real illustrations of codes and programs used to hack PCs and counter measures used to fight back. And not all of the endings are happy.

In trying to gather evidence that he later turns over to the FBI after discovering how someone has routinely been hacking a wireless LAN to steal credit card numbers, one hapless network manager inadvertently prevents the attacker from being criminally charged. Because he illegally compromised machines and broke other laws to trap the attacker, the evidence he has gathered is useless. The network admin's career is ruined and he subsequently declares bankruptcy, while the attacker gets a free pass to later attend a community



Aggressive Network Self-Defense

Technical Editor: Neil R. Wyler

Publisher: Syngress

Price: \$49.95

Format: Paperback, 448 pages

college and eventually become network certified.

By using fictionalized scenarios of what happens when IT admins strike back against hacker attacks or proactively gather evidence to later hand over to the authorities, the authors make for entertaining reading. In many ways, “Aggres-

sive Network Self-Defense” breaks the unspoken rule that IT books and manuals must be dull.

Getting Personal

The detailed, slice-of-life accounts the established security and computer experts write serve several purposes. Besides adding color to what could otherwise be dry and boring case studies, the characters of both the IT admins and the hackers, as well as the true-to-life story lines, provide the basis for scenarios to which readers can relate.

In chapter six, for example, the book's editor Neil R. Wyler (aka Grifter) begins “Network Insecurity: Taking Patch Management to the Masses” by describing the daily habits and mentality of Eric, the attacker. Eric is an under-achiever who enjoys working as a low-paid computer repair technician because he gets to snoop through people's hard drives. When he sees something really interesting, he installs backdoors on the PCs to hack later.

The reader then becomes acquainted with David Jenkins, a family man who has a company job in an IT department that “he didn't mind waking up for.” The authors detail a step-by-step account, describing how Eric uses his not-so-sophisticated programming skills and easily downloadable programs to access unsecured PCs from which he launches attacks. After setting up a honey-

pot program, David and his colleague learn of Eric's extracurricular activities firsthand. Without giving away the ending, David and his colleague set out to shut down Eric's fun on the PC he uses to launch attacks.

Food For Thought

Besides offering anecdotes about how an attacker often works, the book's near how-to descriptions of network break-ins are bound to teach security pros at least one thing he or she did not already know. Purchasing the book also allows access to a Web site for additional information, such as an FAQ that lists the book's main points. □

Key Concepts

The book offers fictitious, detailed accounts of what could happen if you were to take the law into your own hands and strike back against a network attacker. Some of the case studies include accounts of:

- Neutralizing hacked machines that are launching attacks
- Taking the necessary steps to allow attackers to be traced
- Doing your own forensic work to detect who is breaking into your machines
- How to respond to footprinting, vulnerability scanning, and other intrusions

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Get Smart About Water Leak Detection

Water Damage Can Do A Lot Of Harm; Prevention Can Pay Handsome Dividends

by Bruce Gain

INVESTING IN WATER detection devices makes a lot of sense for data centers, given the very real risk water damage poses. Additional incentives include lower premiums that insurance companies offer when you set up water detection systems.

In terms of risk, water damage ranks second (behind power failures) as the cause of business downtime initiated by environmental factors, according to water detection vendor RLE Technologies. Water damage is also responsible for 27% of all outages, RLE says.

"When IT administrators think or hear about water, red flags are signaled, especially [because this] is one element within data centers that you can not see, hear, or even smell. If you do, then your equipment and your critical environment

locating and assessing sources of water outside your data center. Even data centers that are reasonably locked down and safe from environmental hazards on the inside could still be exposed to major risks from beyond its walls.

"The biggest concern in regard to water issues is knowing your facility. Not only by looking at what is below a raised floor, but what is above the data center," says Cam Rogers, a business development manager for RLE Technologies. "Something as simple as a restroom up above or water lines running everywhere in a building can [trigger problems]. People put in data centers where they find space in a building without much thought given to what is above and next to them."

The Technologies

After assessing the potential sources of water damage, the next

systems, a so-called zone system exists, comprising a cable that sets off an alarm if water comes in contact with it anywhere along its length, Rogers says. This solution is more applicable if you only have a small area in a data center where water might be a concern, such as near an air conditioning unit, and you don't have to worry about pinpointing where the source is, he says.

Devices that use a system called TDR (time domain reflectrometry) exist, which work by gauging signal losses triggered by water contact in a circuit, Roger says. The advantage of TDR, Roger says, is that it can detect more than one instance of water contact and can be instructed to ignore leaks through a user interface until it is repaired. One potential problem with this system, however, is that smaller leaks can sometimes go undetected, and the system requires contact with 20 inches of liquid in order for the alarm to go off, Rogers says.

More elaborate solutions include distance read panels that indicate exactly where water comes into contact with a cable. "We can run up to 5,000 feet of cable throughout a data center under a floor, around water pipes, or wherever you might want to go," Rogers says. "If water comes into contact with a cable, we'll tell you exactly where. There is no guesswork."

One thing to look out for is false alarms, which often prove problematic among cheaper devices. The last thing an IT admin wants to do is to have a false alarm interrupt his weekend, which can happen, especially when detection wires come into contact with metallic objects, such as metal rods or grounding planes, Rogers says.

As an alternative, water detection cables exist that are composed

of a nonconductive polymer material that doesn't react by setting off a false alarm when the cables come into contact with metal. This

type of system, Rogers says, is also able to detect fluids other than water. According to Rogers, the polymer material in the devices RLE Technologies designs is quick to dry and can be reused without having to replace it once it comes into contact with a liquid.

What's Out There

Selecting the right vendor or product will depend on potential sources of water leaks and the size of your data center. After checking that a particular offering meets regulatory standards, water detection systems range from specific, high-end solutions to ones that signal a range of environmental hazards in addition to water leaks.

ITWatchdogs

ITWatchdogs' WeatherGoose contains an internal Web server that requires no supporting PC or client software. Internal sensors offer temperature, humidity, airflow, light-level, and sound-level monitoring. The unit also generates internal Web, email, and paging alerts.

www.itwatchdogs.com

NetBotz

The NetBotz 500 features both camera and sensor pods that detect a range of potential environmental hazards. The camera pods offer video surveillance and recording that are transmitted over Ethernet or an 802.11 wireless connection. The sensor pod has integrated environment sensors for temperature, humidity, dew point, airflow, and audible sounds, such as alarms. There are four external sensor ports that connect external analog and dry contact sensors.

www.netbotz.com

RLE Technologies

RLE's SeaHawk LD5000 is geared for high-precision needs and scalable monitoring of large facilities. The system is designed to pinpoint exact water leak location and can monitor up to 5,000 feet of water leak detection cable. RLE's solutions also feature a polymer detection material that does not react with metal, which serves as a frequent source of false alarms with competing solutions.

www.rletech.com

Sensaphone

Sensaphone's IMS-4000 monitors critical environmental conditions such as temperature, humidity, smoke, sound level, motion, water, intrusion, and power outages with the IMS-4000 host and node. Each host and node unit supports up to eight environmental sensors.

www.sensaphone.com

"The biggest concern in regard to water issues is knowing your facility. Not only by looking at what is below a raised floor, but what is above the data center."

- Cam Rogers, RLE Technologies

are probably destroyed," says Lemuel Williams, director of business development for Uptime Devices. "With all the sensors that are out in the market today, water detection has made its way to the top of everyone's To-Do list. Even though water comprises about 75% of the Earth's surface, it should comprise 0% of your data center."

Laying The Groundwork

The first step in setting up a water detection system involves

step is to determine which type of detection system you require. Less expensive alternatives exist, and choices run the gamut from devices that can be purchased off the shelf with little or no technical support required to very elaborate and complex detection systems. "You can [protect] as much as you want covered," Rogers says. "There are many different types available.

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Maintaining A Safe Data Center

Tips & Advice To Help You Ensure A Safe Working Environment

by Tony Bradley

• • •

A LOT OF ATTENTION IS PLACED on ensuring that a data center runs as effectively and efficiently as possible. Thought and planning go into determining the size and number of servers, what type of network storage to use, how and when to back up the critical data, what the power requirements are to keep the systems running, and what the environmental requirements are to keep the room running within an acceptable temperature range. But aside from the performance of the equipment itself, another primary consideration for a data center is its actual physical safety for the personnel who work in it.

There are a variety of factors involved in making the server room or data center a comfortable and safe place to work. Not investing the time in due diligence and planning to ensure that these factors are considered may cost more in the long run. It may violate OSHA standards, as well.

Data Center Safety Hazards

It is certainly safer than being a police officer or fire fighter, but working in a data center is not without its safety concerns. Below is a short synopsis of the data center safety issues of which you should be aware:

1. Noise pollution. Data centers are loud, and the high ambient noise level can permanently damage hearing.

2. Cables and cords. Cables and cords can pose a tripping hazard if not properly tied and routed and may even spark a fire if a power cord is accidentally ripped from the socket.

3. Raised floors. Overloading the weight limit of a raised floor or leaving tiles removed exposes personnel to potential injury or death.

4. Fire suppression. If a fire erupts in the building or in the data center itself, it needs to be extinguished using an agent that will not further damage the equipment but is also safe for those working in the data center.

Noise Pollution

Technicians and administrators who have spent years in the trenches of the data center may not even notice anymore just how loud the equipment is. But the fact that two people have to essentially yell to each other to hold a conversation when they are only 10 feet apart is evidence of just how much white noise is filling the room. The fans and power supplies from each of the servers, hubs, routers, switches, air conditioning units, and other devices in the data center all produce a hum or whir. Adding all of those hums and whirs together can be deafening.

To protect the hearing of your data center employees, there are several things you can do. First, you can use materials in the ceiling or walls to absorb, rather than reflect, the sound waves. Acoustical Solutions (www.acousticalsolutions.com) offers acoustical foam sheets that can be attached to the walls or placed behind and between server racks to absorb noise. The company also provides ceiling tiles for drop ceilings that are designed to absorb between 70% and 100% of the sound waves that hit them.

Second, you can reduce the amount of ambient noise in the data center by using server racks designed to contain the noise. Many server racks are just an open collection of bars and rails that do nothing to trap noise. Whisper cabinets from Keyzone (www.keyzone.com) provide all of the features found in standard server cabinets but also reduce the noise level by up to 32db.

Cables & Cords

A data center is filled with cables and cords. Ideally those cables and cords are properly labeled, possibly even color-coded, and are tied and routed neatly throughout the facility. In reality this is rarely the case. Typically Ethernet, Fibre Channel, and power cables run every which way and are draped in, on, over, and through server racks in what resembles some form of high-tech spaghetti.

Not only does this cable chaos make it very difficult to administer and troubleshoot in the data center, but it can become a safety hazard if cables and cords are running across walkways or draped down where individuals have to duck to go under them. Using products such as modular faceplate patch panels

and strain relief bars from Panduit (www.panduit.com) or vertical lacer strips and rack-mount horizontal cable management systems from Information Support Concepts (www.iscdfw.com) can help tame the cabling mess.

Raised Floors

One of the more common solutions for taming the cable and cord mess is to use a raised floor. The raised flooring allows the various cables and wires for networking and power to be run under the floor, which keeps them out of the way while also providing more flexibility to move equipment or establish

You can reduce the amount of ambient noise in the data center by using server racks designed to contain the noise.

lish new connections without having to route cabling through the walls.

Raised floors in a data center pose a number of safety risks, as well. The two big ones are ensuring that the weight of the equipment in a given area of the floor does not exceed the load maximum for the flooring and ensuring that the tiles are in place. The structural integrity of the flooring is based on the tiles being in place.

Noise: The Quiet Threat

The high ambient noise level of electrical equipment can permanently damage the hearing of those who spend a lot of time in data centers or server rooms. OSHA requires that employees be placed in a hearing conservation program if they are exposed to average noise levels of 85dB or greater during an eight-hour workday.

The data center or server room should be monitored for noise levels using either a sound level meter (typically between \$500 and \$1,000) or a dosimeter (between \$750 and \$1,500). OSHA standards dictate that the noise-level testing be conducted whenever a significant change in the equipment occurs, but many companies simply monitor on a periodic basis, such as once a year.

OSHA says that smaller companies may be better off simply renting the equipment necessary to test the noise level rather than purchasing their own equipment. Equipment providers can be found by looking in the Yellow Pages under such headings as Safety Equipment or Engineers-Acoustical. These same companies may be able to help you find ways to reduce the ambient noise to acceptable levels.

For more about OSHA standards, refer to the official Web site at www.osha.gov.

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What's Up With WiMAX?

Will This Technology Actually Happen As Advertised?

by Alan Petraske

• • •

WiMAX REMAINS our most promising—and most highly touted—wireless broadband technology. Sorting through the industry and media hype can be a challenge. The key is to distinguish between the two basic types of WiMAX applications: fixed and mobile.

Fixed WiMAX

The arrival of fixed WiMAX applications, which was heavily hyped for early to mid-2005, is now waiting for two events: certification and final agreements on the standards (IEE 802.16d). There is no doubt that both will happen. The European version of WiMAX, called HIPERMAN, has already aligned itself with the WiMAX standard, as has the Korean equivalent of WiMAX, called WiBRO. WiMAX seems well on its way to becoming a global technology—but only after the certification process is complete.

The first product testing for certification of WiMAX by industry promoter and watchdog the WiMAX Forum was originally set for January 2005. After being postponed several times, it is now scheduled to take place in Malaga, Spain, later this month. The first fully compliant WiMAX certified gear will ship in due course, probably before the end of this year. The rest will follow.

Certification is essential, as industry pundits emphasize. Wireless operators will only adopt WiMAX when it has achieved price points that are close to those of Wi-Fi, particularly for CPE (customer premises equipment). In order to achieve the necessary economies of sale, the volume chipmakers must be on board, and their products must be fully certified. The operators must be able to mix and match CPE from different suppliers to gain the benefits of price competition and ensure there is no need to swap hundreds of CPEs later for a fully standard version.

Industry analysts break the market for fixed WiMAX applications down

into four main categories: fixed wireless broadband for emerging and rural markets, “last mile” broadband connections competing with cable modem and DSL, high-speed enterprise connectivity for business, and WLAN hotspots and cellular backhaul, two relatively small niche opportunities.

Companies will deploy WiMAX in each category. If your interest lies here, keep in mind that even the basics remain clouded. According to WiMAX promoters, each WiMAX base station would enable high-speed Internet connectivity for homes and businesses in a radius of up to 50 kilometers (31 miles) without the need for direct line-of-sight with a base station. However, this represents a theoretical maximum under ideal circumstances. The technical merit of these claims has yet to be tested. While WiMAX boosters promise connection speeds of 75Mbps, that bandwidth would be shared among all users, as is the case with most wireless technologies.

Also note that the WiMAX systems now operating in major U.S. cities and abroad—the base stations, antennas, and CPEs—are really pre-WiMAX. They are proprietary and not interoperable, and they have not yet been certified. Although specialty vendors such as Wi-Lan and Alvarion are shipping WiMAX-ready equipment already (promising a guaranteed upgrade should any changes be needed for certification), the big players will wait—perhaps a year or more—for standardization.

Mobile WiMAX

Mobile WiMAX (IEEE 802.16e) is the technology with the truly disruptive potential and the reason most large players are getting ready to take part.

Intel, a leading WiMAX booster, has announced the technology will be incorporated in notebook computers and PDAs during 2006. Intel's present ability to embed multimode WiMAX/Wi-Fi/cellular capability into consumer

and IT products could (and probably will) create a strong argument for the acceptance of WiMAX.

But here again, remember that the mobile WiMAX (802.16e) standard has not yet been finalized. When it has, vendors must start making equipment, and operators must build out the networks. Certified mobile WiMAX equipment will not arrive before 2007 and possibly even later. Because mobile carriers typically test new technologies 12 to 18 months before implementing them throughout their networks, WiMAX in the mobile network remains two to four years away.

Perhaps the most telling deployments for mobile WiMAX will occur in April 2006 when the Korean WiBRO rollouts take place. This represents a good test case for the overall WiMAX effort because deployment is taking place in a highly sophisticated, broadband-saturated market. The WiBRO flavor of WiMAX will go up against Korean 3G wireless and very high bandwidth wire line services that pose tough competition.

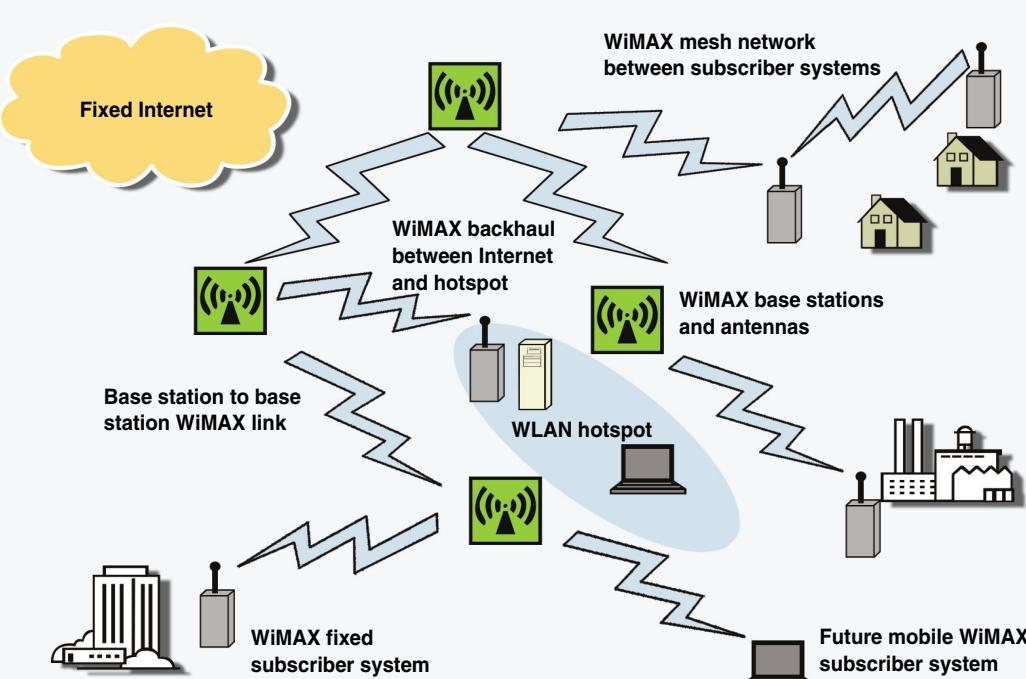
In the United States, WiMAX laptop or handheld mobility could present a significant challenge to other wireless technologies, and that's certainly how the equipment vendors feel. Although current 3G cellular technology might offer greater mobility than WiMAX at first, WiMAX's lower price and higher bandwidth will still make it undeniably attractive.

On the other hand, carriers that have spent heavily on purchasing spectrum for 3G wireless transmission will not welcome an emerging technology that has the potential to render these purchases useless. Major industry players may well try to delay the WiMAX expansion through regulatory and marketing maneuvers.

Yet no one doubts that WiMAX will eventually arrive. And by that time—at least four years from today—it seems likely to some industry insiders that WiMAX and cellular 3G or its successor will be interoperable and complement each other, becoming different ways of implementing customer services. □

Fixed & Mobile WiMAX Broadband Wireless Networks

The WiMAX goal for broadband wireless access allows users to access the Internet with desktops, laptops, or PDAs anywhere in a city where WiMAX is available, combining Wi-Fi speeds and prices with the scope of cellular coverage.



SOURCE: INTEL

What's Happening

FTP Just Doesn't Cut It Anymore

The Case For Managed File Transfer In The Enterprise

by Chris A. MacKinnon

• • •

SOME ESTIMATE THAT the world's computers right now contain 57 billion gigabytes worth of data, and this number is expected to double in volume every year hereafter. In the enterprise, traditional file transfer methods are going the way of the dinosaur, as more robust methods offer a plethora of advantages over protocols such as FTP. Kevin Bohan, CIO at Proginet, says managed file transfer suites are blowing

(CyberFusion Integration Suite) controls file transfer both inside and outside the extended enterprise. The solution has three main components: Command Center, Platform Server, and Internet Server. The three components comprise a file transfer solution that allows an enterprise to securely transfer information over the Internet and across multiple platforms.

Bohan says small to midsized enterprises have everything to gain from CFI because the technology includes straight-through

outside connection, as well as isolating any inside configuration or network topology, eliminating the possibility of socially engineered attacks."

Bohan toots the Proginet horn, based on the straight-through approach. "Proginet has a number of competitors in this space. These competitors differ in sometimes subtle ways, but they all have one thing in common: A store-and-forward approach with the central repository is the foundation of how their software works." With straight-through processing, CFI eliminates the need to store data in a central repository and will allow the data to reside on the backend system where it was created until someone on the other end initiates a download.

The Icing

Proginet's CFI incorporates a full set of available alerts for successful and



traditional file transfer methods out of the water, especially in the enterprise.

Standing Out In The Crowd

What makes managed file transfer so special? For the most part, traditional methods, such as FTP, fail to adequately handle today's enterprise data transport requirements. To exemplify, FTP provides no security and no guaranteed delivery and has limited error handling and recovery capabilities. The protocol is also limited to

processing. He says, "Straight-through processing dramatically improves security and overall efficiency while providing a tighter integration for business partners, as well as backend systems. The typical Internet file transfer product cannot match this level of integration or efficiency. These applications will typically deploy a central repository where files that are coming in and out of the organization are stored. This store-and-forward approach is dangerous because files are stored in an interim repository as they wait for business partners to download."

Secure Transfers

Bohan says administrators need to be concerned with maintaining and managing these repositories, ensuring proper backups, and, most of all, taking appropriate steps to ensure that repositories never get compromised. Security, he says, is critical in the SME. "As a completely public and open forum, the Internet is inherently insecure. When it comes to the transmission of sensitive or confidential business information, it doesn't always measure up. The use of FTP is of particular concern. A large number of hackers and malware programmers exploit FTP ports."

If a hacker is able to compromise a central data repository, Bohan notes, they may be able to gain access to all data being transferred with the file transfer solution. "CFI eliminates this possibility by providing a secure proxy, preventing any direct

unsuccessful situations. These alerts, which include messages to pagers and email, keep managers abreast of the real-time status of their automated operations. A full set of over 60 management and control reports enable executives to oversee every aspect of the file transfer and automation infrastructure created within the CFI network. This is critical for today's complex business climate in which complete transparency and auditability are required, as well as compliance with evolving regulatory mandates such as Sarbanes-Oxley, HIPAA, and GLBA.

Other beneficial features that managed file transfer provides over traditional transferring methods include the automation of data processing on backend systems, the elimination of writing to a central repository and the extra step of having to transfer from the repository into the corporate environment, and the leveraging of existing backup and recovery systems.

In the coming years, organizations large and small will have no choice but to replace traditional file transfer technologies with more advanced solutions. With regulatory compliance and security being key drivers, Gartner predicts that 30% of companies using homegrown file transfer solutions will replace almost half their solutions with managed file transfer suites by 2006. Not a bad reason to start making the switch. □

What's Next

Wi-Fi May Soon Pass The Baton

ENTERPRISES ARE RELYING MORE and more on Wi-Fi technology. Just when things are picking up, another short-range wireless technology (almost four times faster) arrives on the scene. Airgo Networks, a privately held company, is giving other reputable Wi-Fi companies a run for their money with new chips that rival Wi-Fi technology but also still work in Wi-Fi networks. Before the end of this year, Airgo will ship its new chips in products including wireless communications cards (for computers) and network gear with wireless Web links. The chips will run on the company's trademark MIMO technology, reaching speeds of 240Mbps. The company's current products are averaging speeds of two to three times slower than the new chips (about 40 to 50Mbps).

Corporate Email Gets Easier

MOVE OVER BLACKBERRY, Nokia is set to release a corporate email system that will allow business workers to send and receive email from their cell phones. The Finnish company wants to bring the world's 650 million corporate email accounts together with the 10 million or so business workers who have mobile access to their email. The new email system will have two modes: a standard version that provides basic read and write access to email and a professional version that will integrate directly into a corporate network directory. Nokia will make the email system available on 13 of its mobile devices by the end of 2005. Corporations will get the standard version free if they purchase a server license, which will cover 400 people at a price of \$2,232. The professional version will require an additional \$68 one-time per user fee, providing a perpetual license for each worker.

No Passwords Equals Smarter Security

FOR YEARS THE ENTERPRISE HAS used passwords for user authentication. However some analysts are now purporting that passwords are no longer adequate, as threats against them increase. Emerging technologies, such as Wi-Fi and Web services, they say, are to blame. Gartner, in particular, says security is still key and that companies should not resort to making passwords longer or simply changing them more often. Gartner claims that while items such as RSA security tokens, biometrics, and smart cards are proving effective, they are still too expensive. Gartner believes that companies will need to marry physical IDs with digital IDs. This two-factor authentication method seems to be the growing in popularity among security analysts.

Proginet's CFI incorporates a full set of available alerts for successful and unsuccessful situations.

IP-based networks, has no monitoring or broadcasting functionality, and cannot restart or automate itself. Managed file transfer, on the other hand, does all of these things and more.

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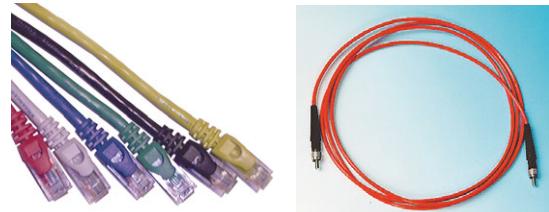
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Starting at **\$219**



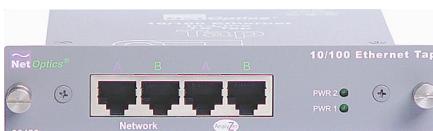
Four auto-negotiating 10/100 ports & one 100Base-FX port with a choice of multi-mode, single-mode, ST, SC, MTRJ, LC or simplex connections. This small footprint layer 2 switch is priced lower than most media converters yet offers the benefit of the extra ports. Easy wall or DIN Rail mount a 12 VDC external power supply is included and it's backed by a 15-year warranty. Made in the USA.

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The Superior Modular Products' FiberOpticx™ product line offers Fiber Optic patch panels that provide fiber management, connectivity and distribution with SMP's 6-port, 8-port, 12-port and 24-port Snap-In Fiber Opticx™ Adapter Plates and Cassette Modules. Include SMP's MT to MT cable assemblies and FiberOpticx™ jumpers for a true Plug-N-Play connectivity solution.

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Power Monitor + Environmental Monitor + Power Distribution
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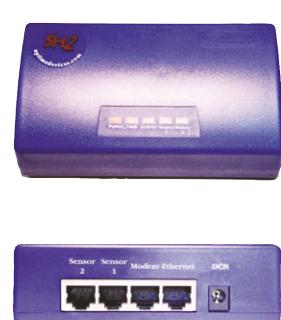
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Network Enabled Environmental Monitor

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- Graphing
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Outputs - Dry contact (up to 36), Sensor/Accessory power

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RLE Technologies
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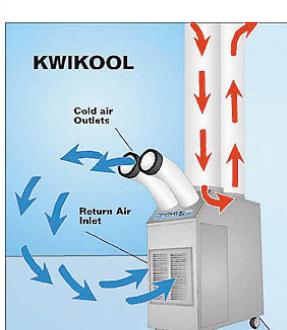
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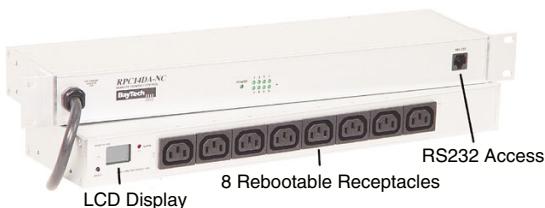
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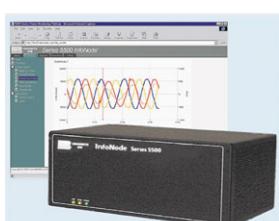
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- Over-current protection
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Power Protection

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Power Protection

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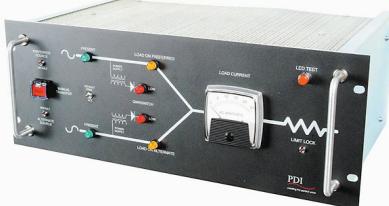
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Power Protection

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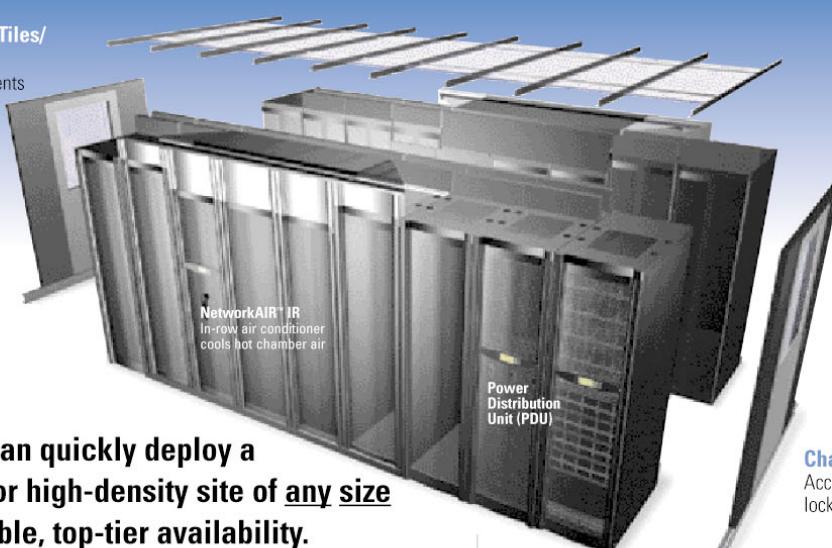
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Part Number	Usable IT Racks	Average kW per Rack	Price to buy	Price to lease (36 installments)
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ISXT240MD6R	6	up to 5kW	\$149,999*	\$4,999**
ISXT240MD11R	11	up to 5kW	\$249,999*	\$7,999**
ISXT280MD40R	40	up to 5kW	\$699,999*	\$21,999**
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High Density Configuration (shown above)

High density upgrades start at \$10,999
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* Prices do not include IT equipment and are subject to change.

** Indicative rates are subject to market conditions. *** Install and delivery times may vary.

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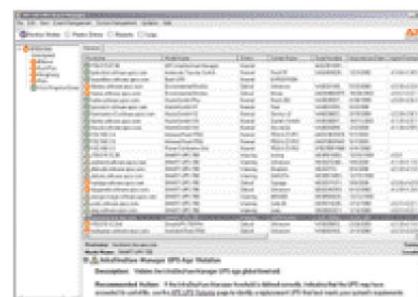
Power Distribution Unit (PDU)

Chamber Doors

Access to hot aisle, locks for security

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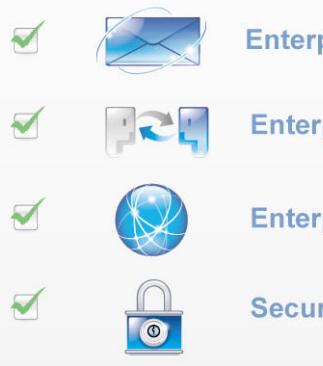
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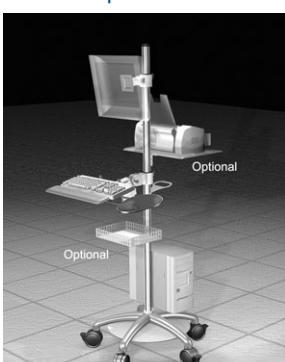


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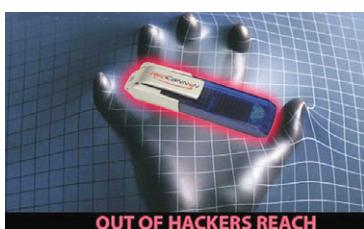
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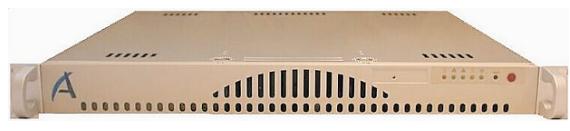
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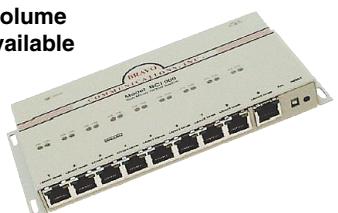
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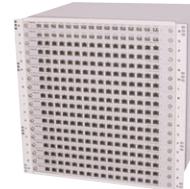
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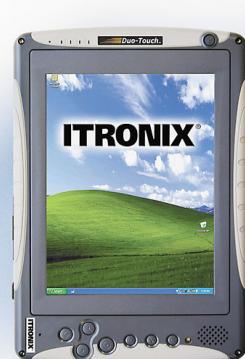
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The system shall be comprised of floor mounted base module below the work surface with a minimum of 14" (8U) rack space per module. Top 21" (12U) slope modules or LCD monitor pivot mounts above the work surface, assembled together to form an operator work station. Two removable rear panels with 1/2", 3/4", 1", and 1-1/2" NEMA custom knockouts & a open base for power & cabling. The system shall have a minimum 1-1/8" (29mm) thick MDF core with PVC covering the entire substraight to create a TruForm work surface. The work surface shall be not less than 15" (381mm) deep overall and shall have a 1-3/4" (44mm) beveled edge along the entire front width.

Module upper section shall allow for a minimum slope of 33° away from the operator for all electronics placed above 19-3/4" (502mm). The sloping module shall accommodate LCD or CRT monitors in a 21" (12U) maximum rack height. Add-on-top modules shall allow for a vertical or a tilt of 27° towards the user of all electronics placed above 38-1/4" (972mm) height from floor level.

Top modules shall be provided with removable equipment finishing masks, where required, and cut to the face size of the specified electronics.

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Exterior steel finishing panels shall be a minimum of 20 gauge (.035) sheet metal and attached to the self supporting superstructure framework. All fastening to be unseen from external view. Side and top finishing panels shall be either slide on, lift off or bolt on type to facilitate ease of access for servicing and shall not require any further mechanical support to provide a secure connection to the system. Steel or wood finishing panels may be applied following final termination test and commissioning of the specified electronics or earlier as directed, to facilitate a timely and efficient installation and to minimize potential damage to the exterior of the system by others.

Finish and Color

All exterior and frame steel components including drawers, blank panels and shelving shall have a pre-finish of zinc oxide wash primer with a baked black powder coat paint finish of the following specifications. Self supporting frames and work surface supports are to be supplied in the following color: HBT4-20007 Black. Side, top, and rear panels, drawers, shelving, and blank filler panels are to be in the following color: HBT4-20007 Black. All wooden components are to be supplied with a high pressure laminate or PVC film covering the MDF core. The manufacturer shall provide a written **ten year guarantee** against defects of all component parts, material and workmanship under normal use.

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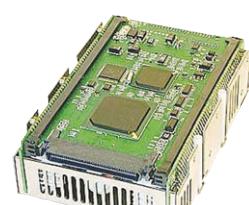
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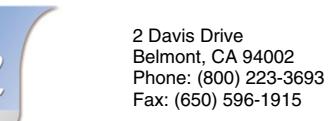
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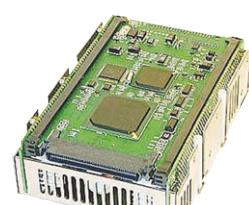
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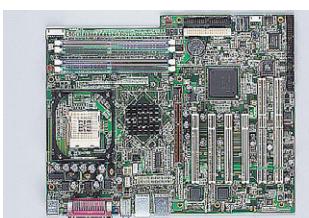
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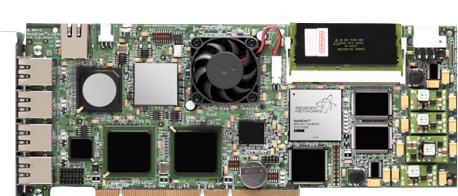
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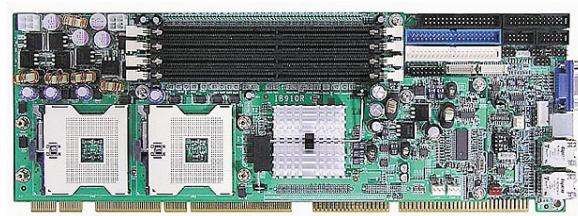
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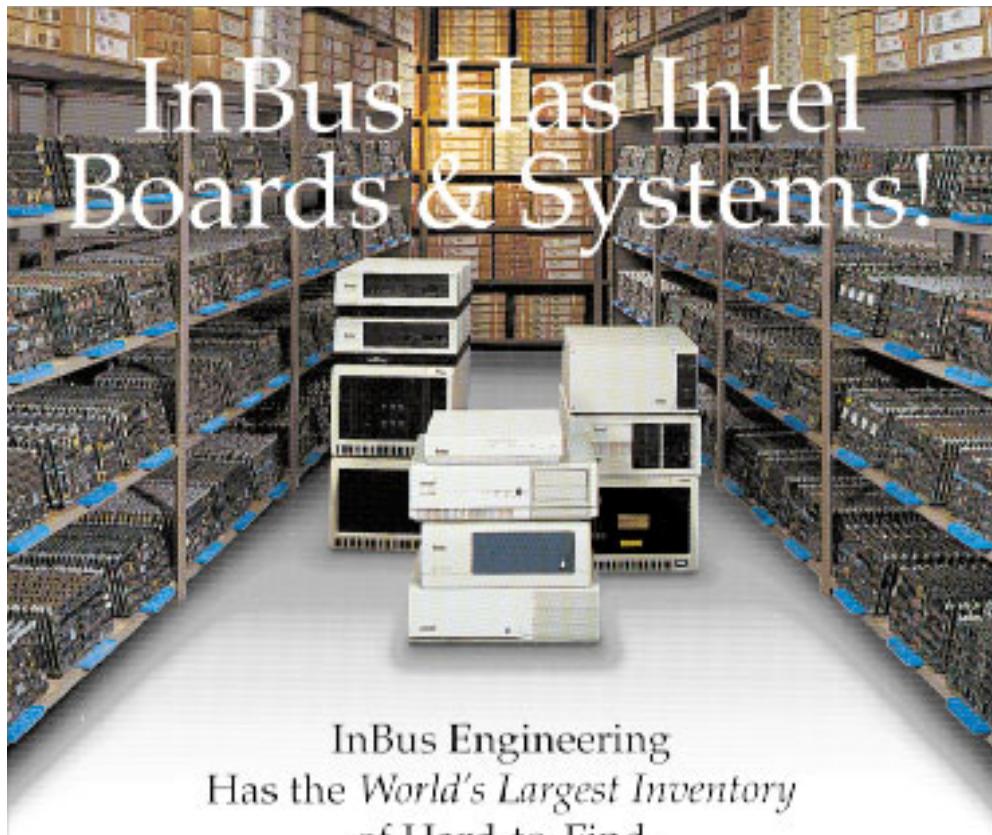
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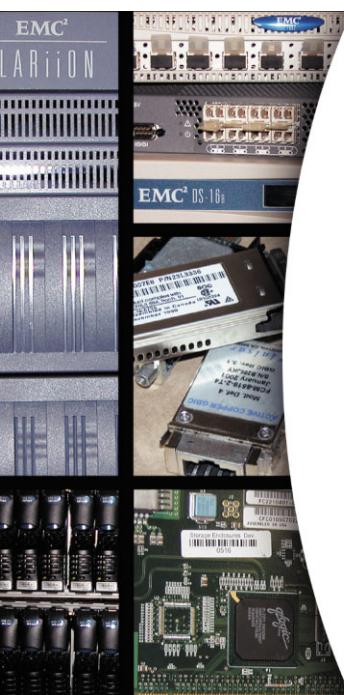


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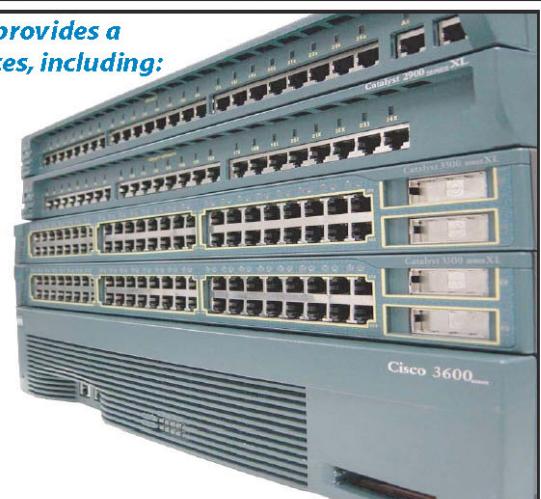
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